



# **BSES**

**BSES Yamuna Power Limited**

Regd Office: Shakti Kiran Building, Karkardooma, Opp Karkardooma Court, Delhi-110032

A joint venture with Govt of NCT, Delhi

## **Citizen's Charter**

# Vision

To be amongst the most admired and most trusted integrated utility companies in the world.

To deliver reliable and quality products and services to all customers at competitive costs, with international standards of customer care- thereby creating superior value for all stakeholders.

To set new benchmarks in: standards of corporate performance and governance, through the pursuit of operational and financial excellence, responsible citizenship and profitable growth.

# Mission

- To attain global best practices and become a world-class utility.
- To provide: uninterrupted, affordable, quality, reliable, safe and clean power to our customers.
- To achieve excellence in: service, quality, reliability, safety and customer care.
- To earn: trust and confidence of all customers and stakeholders by exceeding their expectations, and make the company a respected household name.
- To work: with vigour, dedication and innovation keeping total customer satisfaction as the ultimate goal.
- To consistently achieve: high growth with the highest levels of productivity.
- To be: a technology driven, efficient and financially sound organisation.
- To be a responsible corporate citizen nurturing human values and concern for society, the environment and above all, people.
- To contribute: towards community development and nation building.
- To promote a work culture that fosters: individual growth, team spirit and creativity to overcome challenges and attain goals.
- To encourage: ideas, talent and value systems.
- To uphold the guiding principles of: trust, integrity and transparency in all aspects of interactions and dealings.

## **BSES Yamuna Power Limited**

Registered Office: Shakti Kiran Building, Karkardooma, Delhi - 110032  
(Tel) 011 399 99 808, Website: [www.bsesdelhi.com](http://www.bsesdelhi.com), CIN: U74899DL2001PLC111525

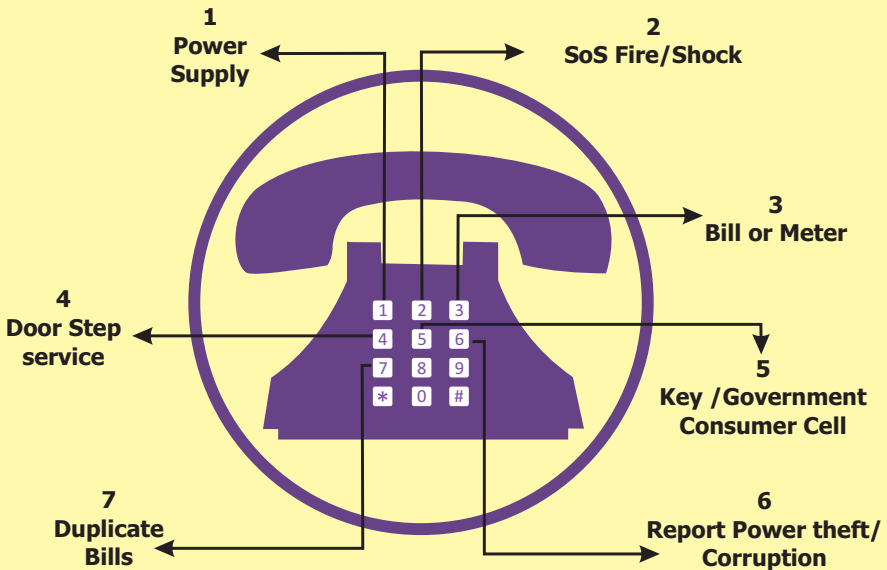
# Contents

|    |                                          |    |
|----|------------------------------------------|----|
| 1  | BSES Yamuna Power Limited - Profile      | 1  |
| 2  | This is how your house gets powered...   | 2  |
| 3  | Consumer Rights and Obligations          | 4  |
| 4  | Charges                                  | 5  |
| 5  | Tariff Category/Load Change              | 6  |
| 6  | IVRS Registration                        | 7  |
| 7  | Availing SMS services                    | 7  |
| 8  | Know your Meter                          | 9  |
| 9  | Electricity Calculator                   | 10 |
| 10 | Earth Leakage Protective Device          | 11 |
| 11 | Property Dues                            | 11 |
| 12 | Safety Alert                             | 12 |
| 13 | Beware of Touts and Impostors            | 13 |
| 14 | I Cards for safety                       | 13 |
| 15 | Importance of correctly written cheques  | 13 |
| 16 | Door Step Service                        | 14 |
| 17 | Availing a service                       | 15 |
| 18 | DERC Timeframe                           | 16 |
| 19 | Bill Payment Counters                    | 20 |
| 20 | Customer Care Offices Contacts           | 22 |
| 21 | Operations & Maintenance Office Contacts | 23 |
| 22 | Commercial Office Contacts               | 24 |
| 23 | Stop Power Theft                         | 25 |
| 24 | Customer Complaint Management            | 26 |

# BSES

**BSES Yamuna Power Limited**

Just dial 399-99-808 and press...



save time, save fuel, save money  
log on to [www.bsesdelhi.com](http://www.bsesdelhi.com)

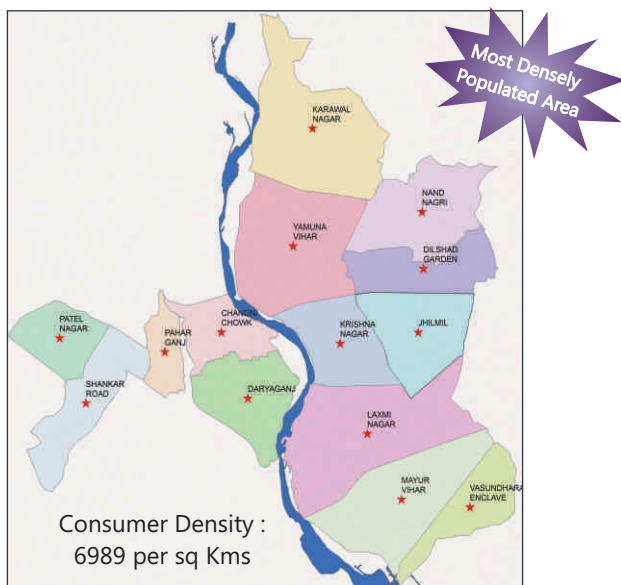
A ISO 14001, ISO 9001, OHSAS 18001, ISO 27001, ISO 17025 Recognized Power Utility Company

# BSES Yamuna Power Limited - Profile

We are pleased to present the 4th edition of the Citizens Charter - a handy reference guide to BSES Yamuna Power Limited operations in East and Central Delhi.

## BSES Yamuna Power Limited- Area of Operation

### Area of Operation



BSES Yamuna Power Limited (BYPL) a joint venture with the Government of NCT of Delhi is engaged in the business of power distribution in Central & East Delhi (geographical area of around 200 sq kms) since 2002.

BYPL has a customer base of over 13.98 lakh and covers a population of nearly 55 lakh. BYPL is an ISO 14001:2004 & OHSAS 18001:2007 certified company.

### Consumer Profile

|              | BYPL       |
|--------------|------------|
| Domestic     | 1,031,436  |
| Non-Domestic | 341,387    |
| Industrial   | 8,232      |
| Agriculture  | 49         |
| Others       | 16,743     |
| Total        | 1,397,847* |

\*Customer Base as of 31 March' 2014 as per 2.1 a Report

# This is how your house gets powered...

In July 2002, the erstwhile Delhi's Electric Supply Undertaking (DESU) was divided, or unbundled as it is technically described, into three entities-Genco (power generating company), Transco (power transmission company) and Discoms (power distribution companies).

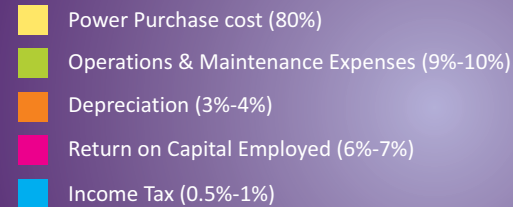
Only the distribution part of the electricity business was privatized. The task of power generation and transmission remained in the hands of government controlled entities-Genco & Transco. For distribution purposes, Delhi was divided into three zones. BSES assumed charge for two of these three. Thus were born BSES Yamuna and BSES Rajdhani Power Limited.

The crucial upshot: BSES brings electricity to your homes, but it is not responsible for generation(Genco) or transmission(Transco).

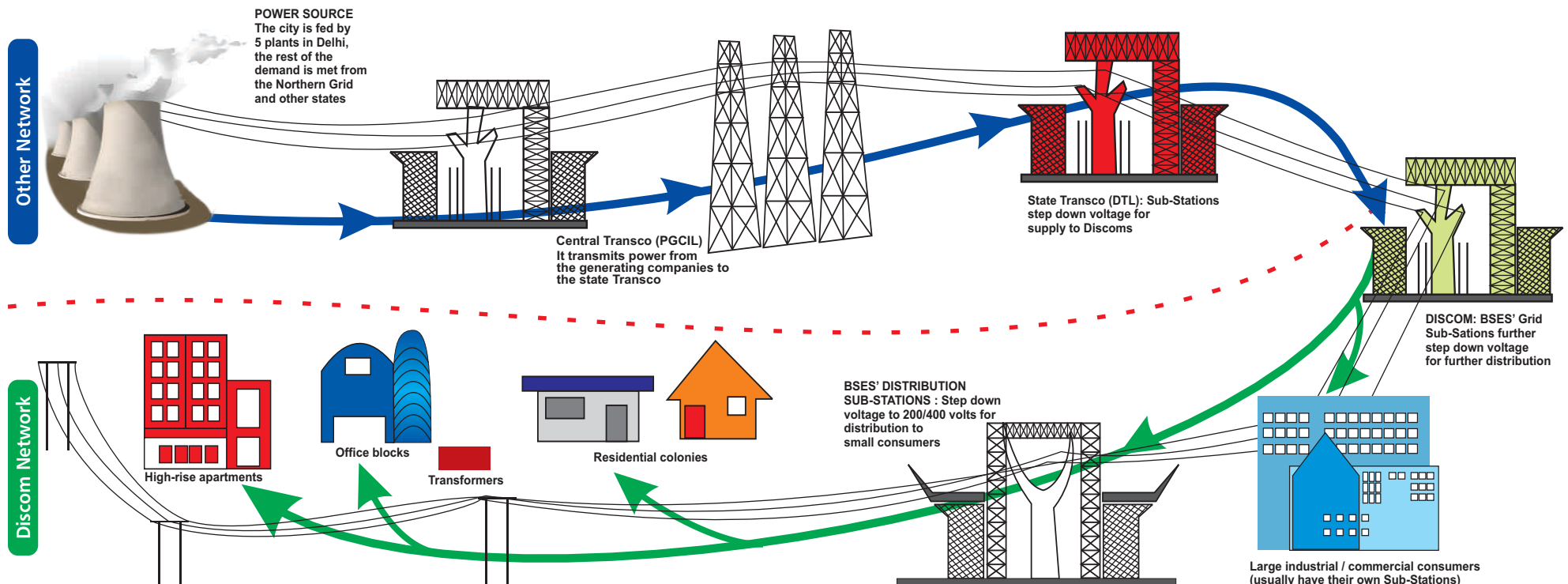
BYPL distributes power after sourcing it from many generating stations spread across the country

- Genco generates power and steps it up to 33/66 KV and then to 220 KV before sending it to Transco.
- Transco receives power at 220 KV and steps it down to 66/33 KV before sending it to Discoms.
- Discoms (BSES) receive power at 66/33 KV and step it down further to 11 KV before feeding it to the distribution transformer.
- Finally, thousands of BSES' distribution transformers step the power down to 0.4 KV and reaches it to your homes.

## Components of power cost



Source: DERC ad in Hindustan Times, April 10, 2011





# Consumer Rights and Obligations

A Consumer is anyone who buys goods and services for his / her use. User of such Goods and services with permission of the Supplier is also a Consumer.

An Applicant is a person who has applied for electric connection. Technical feasibility shall have to be examined for release of a connection. Connection can be sanctioned only if found to be feasible. Applicant shall become a Bonafide Consumer when connection is sanctioned, Agreement signed and Energy Meter installed. A power thief is not a consumer.

Based on our interaction with and feedback from customers in Delhi, we have identified some of the most common metering and billing complaints that are generally received in our offices and have devised a consumer friendly procedure (according to the Delhi Electricity Supply Code and Performance Standards Regulations, 2007, Chapter-8 ) for dealing with them. Should you ever face any of the identified common metering and billing problems, please follow the steps given under the relevant category of complaint and get your problems attended to at the district level itself.

BSES Yamuna Power Limited has introduced a centralized call-centre facility for attending to power supply related queries. The 24x7 helpline number is 399 99 808

## Read Synergy For Latest Updates



# Charges

## New Connection

The charges payable depend on the Tariff Category and Sanctioned load:

- (i) Advance Consumption Deposit/Security Deposit is dependent on Sanctioned load and tariff category, as specified in the table below:

| S.No. | Category                                               | Amount (Rs./KW)            |
|-------|--------------------------------------------------------|----------------------------|
| 1.    | Domestic                                               | 600.00                     |
| 2.    | Non-Domestic                                           | 1500.00                    |
| 3.    | Industrial                                             | 1500.00                    |
| 4.    | Agriculture                                            | 300.00                     |
| 5.    | Street Light                                           | 1500.00                    |
| 6.    | Railway, DMRC                                          | 1500.00                    |
| 7.    | Mushroom Cultivation                                   | 600.00                     |
| 8.    | Temporary Connection:                                  | 300.00                     |
|       | • Upto 3 days                                          | 500.00 per 7 days block or |
|       | • Upto 7 days and multiple thereof, in block of 7 days | part thereof 1.5 times     |
|       | • For regular use/construction works                   | relevant category          |

Source: Table 3, Delhi Electricity Supply Code and Performance Standards Regulations 2007

- (ii) In case area/colony is electrified, the Service line and development (SLD) charges shall be payable by all the consumers irrespective of whether it is electrified or unelectrified area. The SLD charges as given in Table below would be leviable.

| S.No. | Sanctioned Load             | Amount (Rs.)                                  |
|-------|-----------------------------|-----------------------------------------------|
| 1     | Upto 5 KW                   | 3000.00                                       |
| 2     | More than 5 KW upto 10 KW   | 7000.00                                       |
| 3     | More than 10 KW upto 20 KW  | 11000.00                                      |
| 4     | More than 20 KW upto 50 KW  | 16000.00                                      |
| 5     | More than 50 KW upto 100 KW | 31000.00                                      |
| 6     | More than 100 KW (at 11 KV) | 50% of the cost of HT cables/lines/switchgear |

Source: Table 4, Delhi Electricity Supply Code and Performance Standards Regulations 2007



## Tariff Category/Load Change

- (i) Advance Consumption Deposit/Security Deposit depending on the final and original tariff category (that shall be applicable after load/tariff category change), as specified in Table below:

| S.No. | Category             | Amount (Rs./KW) |
|-------|----------------------|-----------------|
| 1.    | Domestic             | 600.00          |
| 2.    | Non-Domestic         | 1500.00         |
| 3.    | Industrial           | 1500.00         |
| 4.    | Agriculture          | 300.00          |
| 5.    | Street Light         | 1500.00         |
| 6.    | Railway, DMRC        | 1500.00         |
| 7.    | Mushroom Cultivation | 600.00          |

In case of tariff category change, if the original receipt for the security deposit paid is produced, only the differential Security Deposit amount shall be paid by the customer after due verification of the receipt by BYPL.

In case of Load Change, Security is required to be paid only on the incremental load.

- (ii) Service Line cum Development charges would be payable in case a service line change is required. The changes would depend on the final sanctioned load as specified in Table below:

| S.No. | Sanctioned Load (KW)     | Amount (Rs.)                                  |
|-------|--------------------------|-----------------------------------------------|
| 1     | Upto 5                   | 3000                                          |
| 2     | More than 5 upto 10      | 7000                                          |
| 3     | More than 10 upto 20     | 11000                                         |
| 4     | More than 20 upto 50     | 16000                                         |
| 5     | More than 50 upto 100    | 31000                                         |
| 6     | More than 100 (at 11 KV) | 50% of the cost of HT cables/lines/switchgear |

Source: Table 3, Delhi Electricity Supply Code and Performance Standards Regulations 2007

# IVRS Registration For "no Power" Made Easy - No More Call Waiting

Procedure for registering a power supply query on IVRS

Step 1 – Dial 399 99808

Step 2 – Choose Language  
(Hindi/English/Punjabi/Urdu)

Step 3 – Press 1 for Power Supply Query

Step 4 – Press 2 to enter your CA /CRN Number

Step 5 - Query No. is announced & registered in the system

Procedure for requesting a duplicate bill on IVRS

Step 1 – Dial 399 99808

Step 2 – Choose Language  
(Hindi/English/Punjabi/Urdu)

Step 3 – Press 7 for registering Duplicate Bill request

Step 4 – Press 2 to enter your 9-digit CA Number

Step 5 - Request No. is announced & registered in the system

## Availing SMS services on 5-61-61-08

| Service                                 | SMS code                                          |
|-----------------------------------------|---------------------------------------------------|
| • For New Connection                    | BSESYN < space > NCX                              |
| • For Temporary Connection              | BSESYN < space > TCX                              |
| • For Address Change                    | BSESYN < space > ACH < space > your 9 digit CA #  |
| • For Load Change                       | BSESYN < space > LCH < space > your 9 digit CA #  |
| • For Name Change                       | BSESYN< space > NCH < space > your 9 digit CA #   |
| • For Category Change                   | BSESYN < space > CCH < space > your 9 digit CA #  |
| • For Bill Details                      | BSESYN < space > BILL < space > your 9 digit CA # |
| • For No Current                        | BSESYN < space > NC < space > your 9 digit CA #   |
| • For Voltage Fluctuation               | BSESYN < space > VF < space > your 9 digit CA #   |
| • For Outage on account of Meter Issues | BSESYN < space > MB < space > your 9 digit CA #   |

# WIN Attractive Prizes in Lucky Draw!

Participate in BYPL KYC\*  
campaign

बीवाईपीएल की केवाईसी\* मुहिम में  
हिस्सा लें

Sms or email your

एसएमएस या ईमेल करें

CA number,

अपना सीए नंबर,

email ID &

ईमेल आईडी और

mobile number to

मोबाइल नंबर

BYPL.Customercare@relianceada.com



8010935803 - East Delhi (पूर्वी दिल्ली) consumers



8010935804 - Central Delhi (मध्य दिल्ली) consumers

**WIN  
PRIZES**

**जीतें  
आकर्षक इनाम**

\*KYC (Know Your Customer)



## लकी ड्रॉ में जीतें आकर्षक इनाम!

# Know your Meter

**Electronic meters installed by BSES have ISI mark.**

In Single phase meter, check if EL LED indicator is glowing. This may be due to the inter-mixing of wires. To rectify the problem, contact trained electricians in your area.

**NABL approved meter testing labs in Delhi:**

- 1 **Electronic Regional Test Lab**, Block-S, Okhla Industrial area Phase-2, New Delhi-110020.
- 2 **National Physical Lab Delhi**, Dr. K.S. Krishnan Marg, Rajinder Place, New Delhi-110012
- 3 **BSES Yamuna Power Limited (BYPL) Laboratory**, Near Local Shopping Center, Main Market, Savita Vihar, Delhi 110092
- 4 **BSES Rajdhani Power Limited (BRPL) Laboratory**, Sub-station-15, Sector-7, Pushp Vihar, Near Modern Park, New Delhi-110017



# Electricity Calculator

A handy illustration to calculate your own power consumption.

| Appliances*                                                                                                                                     | (a) Load<br>(Watts) | (b) No of<br>Appliances | (c ) Consumption<br>(Hours/Day) | Units/Months<br>axbxcx30(1000) |
|-------------------------------------------------------------------------------------------------------------------------------------------------|---------------------|-------------------------|---------------------------------|--------------------------------|
|  Refrigerator (Small)                                            | 225                 | 1                       | 10                              | 68                             |
|  Window Air Conditioner (1.5 ton) /<br>Room Heater (Blower Type) | 1800                | 1                       | 5                               | 270                            |
|  Cooler (Medium size)                                            | 170                 | 1                       | 8                               | 41                             |
|  Table fan / Ceiling Fan                                         | 80                  | 3                       | 12                              | 86                             |
|  Exhaust Fan                                                     | 150                 | 1                       | 2                               | 9                              |
|  Incandescent Bulb                                               | 100                 | 2                       | 2                               | 12                             |
|  Tube Light with Cu choke                                        | 55                  | 4                       | 7                               | 46                             |
|  Washing Machine                                                 | 500                 | 1                       | 1                               | 15                             |
|  Colour Television                                             | 120                 | 1                       | 6                               | 22                             |
|  Pump Motor (1 HP)                                             | 740                 | 1                       | 1                               | 22                             |
|  Geyser (Storage)                                              | 2000                | 1                       | 2                               | 120                            |
|  Computer                                                      | 150                 | 1                       | 2                               | 9                              |

720

\*The list and figures are indicative. Please calculate for your appliance and check actual wattage.

You can calculate your own consumption by multiplying 'a' (wattage) x 'b' (No. of appliance) x 'c' (consumption hours/day) x 30 (days) and divide it by 1000 to convert watt to kilowatt

You can also log on to [www.bsedelhi.com](http://www.bsedelhi.com) and check the on-line Energy Calculator.

## Earth Leakage Circuit Breaker (ELCB)

Avoid shocks and mishaps by installing an Earth Leakage Circuit Breaker (ELCB). This simple yet useful device detects even a small "current to earth" (earth leakage) in one's premises, automatically tripping and disconnecting the electricity supply to the premises / equipment, thus preventing serious mishaps. Another useful benefit of installing an ELCB is that it also detects faulty and inter-mixing of internal wiring. On detection, the ELCB immediately trips, thus preventing potential wastage of electricity and accidents.

Under Section 61 A of the Indian Electricity Rules, 1956, it is mandatory for all consumers, having an electricity load of 5 KW and above, to have an ELCB installed at their premises. DERC in its latest order has directed the Delhi discoms to ensure strict adherence to Section 61 A of the Indian Electricity Rules, 1956 and make the installation of an ELCB mandatory and a prerequisite for providing a new connection with immediate effect.

## Property Dues

Are you buying or selling property? Are you taking / leaving rented accommodation (including government quarters / flats / bungalows)???

Please remember to take "No Dues Certificate" from BYPL to avoid "outstanding dues" problem in future. The last Bill paid is not conclusive proof that no other dues are outstanding on the property. There could be other dues which can be broadly classified as follows:

- Enforcement (Power theft/dishonest abstraction of electricity)
- Assessment for the period for which meter remained defective (which is done only six month after the replacement of defective meters)
- Adjustment of Bill from Provisional to Actual
- Dues kept as deferred pending settlement of dispute.
- Dues kept as deferred for the installment not yet due.
- Dues of Temporary Connection on the Premises taken for construction / renovation / social function etc.
- Cost of the meter which was tampered, burnt or found defective at the time of change of occupancy etc.

# SAFETY ALERT: VERTICAL & HORIZONTAL CLEARANCES OF BUILDINGS



**ISSUED IN PUBLIC INTEREST.**

**Attention building/shop owners/residents & general public**

Extending buildings, structures, projections, balconies chajjas or boundary walls etc during or after the construction of authorised electrical mains or associated electrical installations **must comply with the provision of Rule 79 & 80 of the Indian Electricity Rules 1956, and related provisions of the Electricity Act, 2003 (Sec 53& 68(5) read with Section 161)**



Minimum vertical & horizontal clearances required to be maintained from the electricity mains and electrical installations to avoid any mishap or fatal accident as per Rules 79 & 80 Indian Electricity Rules 1956 are:

| S. No | Lines / installations                                                   | Minimum vertical clearance where line is passing above a building/structure / balcony etc. | Minimum horizontal clearance where line is passing adjacent to a building /structure /balcony etc. |
|-------|-------------------------------------------------------------------------|--------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------|
| 1     | Low or Medium Voltage line and service line up to 650 Volts             | 2.5 mtrs. from the highest point                                                           | 1.2 mtrs. from the nearest point                                                                   |
| 2     | High Voltage line up to and including 11000 Volts                       | 3.7 mtrs. from the highest point                                                           | 1.2 mtrs. from the nearest point                                                                   |
| 3     | High Voltage line above 11000 Volts and up to and including 33000 Volts | 3.7 mtrs. from the highest point                                                           | 2 mtrs. from the nearest point                                                                     |
| 4     | Extra High Voltage line above 33000 Volts                               | 3.7 mtrs. (plus 0.30 mtrs. for every additional 33000 Volts or part thereof)               | 2 mtrs. (Plus 0.30 mtrs, for every additional 33000 Volts or part thereof)                         |



Owners/occupiers are advised to remove unauthorised structures, buildings, projections, balconies, boundary walls etc immediately....

**NOTE: Violators of the above Rules 79&80 Indian Electricity Rules 1956 will be held personally responsible for any direct or indirect loss (life, property etc) and liable for prosecution as per applicable law.**

For clarifications, call BYPL O&M office at 399 99 808



# Beware of Touts and Impostors!

Help us get rid of touts and impostors! BYPL has come across incidents of forgery and misrepresentation – where gullible and unaware customers have been targeted by imposters, conmen and touts. Customers have fallen for the false assurances of middlemen / touts – promising to have their “BSES” work done “speedily”.

## **Please remember:**

- No BYPL staff or representatives visiting your residences is authorised to accept any cash transactions on account of BYPL.
- All enforcement, fines, penalties and other commercial payments are to be made only at designated BYPL offices.
- Please ascertain and verify the identity of persons visiting your premises and claiming to be from BYPL. If in doubt or you notice anything suspicious, please immediately alert the nearest BYPL Vigilance Team on **011-399 99 808 or dial 100 and inform the local Police.**

# I Cards for safety!

Customers are advised to ascertain and verify the identity of persons, claiming to be from BSES, who visit their premises. Please ask for their Identity Cards and look for the following to ascertain its genuineness:

- BSES Logo • BSES Hologram • Date of Issue • Validity • Photograph
- Signature of authorized signatory • Signature of employee • Employee Number / I Card Number • Name / Logo / Address of the Contractor and Lamination.

# Importance of correctly written cheques

A correctly written cheque/ Demand Draft makes for fast, easy safe transaction and avoids misappropriation of funds.

**While writing a cheque / DD in favour of BSES Yamuna Power Limited For Bill payment / New Connection / Other 'Deposit' Works**

- ✓ Always quote your 9 digit CA number - “BYPL CA No 123456789”
- ✗ Avoid only writing “BYPL” on the cheque.

# Door Step Service

Avail our services from the comfort of your home

Just get in touch and our team will assist you. No waiting in queues or repeat visits to our offices.

What are the services that I can avail on DSS?

You can apply for a host of services including: Category/ Tariff/ Name change, New Connection, Load enhancement/reduction, Address correction etc.

How do I apply for it?

Simply dial 399-99-808, press option #4 and request for DSS or log onto [www.bsesdelhi.com](http://www.bsesdelhi.com) Customer Service

What happens after I apply?

A BYPL representative will visit your residence to facilitate you to complete necessary documentation and formalities.

What do I do incase, I need further assistance?

In case of further assistance, please call 399-99-808 or email at [bypl.customer@relianceada.com](mailto:bypl.customer@relianceada.com)

Call 399-99-808 Press option #4



# Availing a service - New Connection & more

Applying for a New Connection, Load Enhancement / Reduction, Name Change, Address Correction, Category or Tariff Change...now you can avail of these services without leaving the comfort of your home. Just call BYPL's IVRS based Call Centre number 399-99-808 and select the Door Step Service "DSS" option or simply visit the website [www.bsesdelhi.com](http://www.bsesdelhi.com) and fill up a simple request form.

Subsequent to your request, a BYPL representative will visit your residence at a

mutually convenient time and help you complete the required commercial formalities (including Application Form, Affidavits, and Indemnity Bonds etc) and collect the requisite documentation within a stipulated timeline.

## Documentation

Documents required for availing services like New Connection, Load Enhancement and Name Change include:

- 1 Passport Size Photograph of Applicant
- 2 Electrical Contractor Certificate for Internal Wiring (in the prescribed form)
- 3 Fire Fighting / Lift Safety Certificate (wherever applicable)
- 4 Address Proof - Any of the following:
  - a Electoral Identity Card
  - b. Passport
  - c. Driving License
  - d. Ration Card
  - e. Photo Identity Card issued by any Govt. Agency
- 5 Proof of Ownership / Occupancy (any of the following):
  - a. GPA
  - b. Possession Letter
  - c. Rent Receipt with Proof of Ownership of Landlord
  - D. Lease Agreement
- 6 No Objection Letter of Landlord along with Proof of Ownership of Landlord.
- 7 Other Documents: applicable for selected consumer category:
  - a. Industrial  
Valid Industrial License / Lal Dora Certificate in case of rural areas
  - b. Agricultural Consumers
    - i. Certificate of Residence from Block Development Officer
    - ii. No Objection Certificate from Development Commissioner / Block Development Officer for Tube wells.
  - c. Non-domestic for Khokhas and Temporary Structure
    - i. The Bazaari Receipt Number
    - ii. No Objection Certificate for Khokhas / Temporary Structure for Municipal Corporation of Delhi / Delhi Development Authority / Land Owning Agency

## The Delhi (Right of Citizens to Time Bound Delivery of Services) Act, 2011

- ✦ BYPL services relating to New Domestic Connection are covered under this Act
- ✦ Under the Act, New Domestic Connections are to be provided within 35 days (subject to completion of commercial formalities as per the DERC Supply Code 2007)
- ✦ Penalty (On Demand) for a delay beyond 35 days to be levied on defaulting employees of BYPL @ Rs 10/ per day with a maximum of Rs 200/- per case
- ✦ Penalty deciding Authority
  - Competent Officer : Dy. General Manager & Head - Meter Management Group (MMG)
  - Appellate Authority : Asst. Vice President & Head - Door Step Services (DSS)
- ✦ Applications for New Domestic Connections (complete in all respects) can be tracked through GoNCTD website [www.esla.delhi.gov.in](http://www.esla.delhi.gov.in) and the nearest Jeevan Centre
- ✦ For any query, clarification/status of the application, please contact 011-399-99-808

### DERC Timeframe For Various Services

| S. No. | Commercial / Metering Queries / Requests                                    | DERC Timeline (Days) |
|--------|-----------------------------------------------------------------------------|----------------------|
| 1      | New Connection Demand Note after Application Received                       | 7                    |
| 2      | New Connection - Energisation after payment of Demand Note (Electrified)    | 12                   |
| 3      | New Connection - Energisation after payment of Demand Note (Un-Electrified) | 180                  |
| 4      | Temp. Connection - Energisation after payment                               | 7                    |
| 5      | Load Enhancement - Energisation after payment of demand note                | 12                   |
| 6      | Load Reduction sanction (effect from next billing cycle)                    | 10                   |
| 7      | Testing of Meter after payment                                              | 15                   |
| 8      | Replacement of Faulty Meter (stop, slow, fast, glass broken)                | 30                   |
| 9      | Replacement of Burnt Meter                                                  | 3                    |
| 10     | Final Bill (Disconnection request)                                          | 5                    |
| 11     | Reconnection after payment (Normal/Dormant)                                 | 2                    |
| 12     | Delay of Meter Energisation after Security Deposit                          | 15                   |
| 13     | Shifting of Meter/Amalgamation of Meter                                     | 15                   |
| 14     | Category Change                                                             | 10                   |
| 15     | Re-Sealing of Meter (New)                                                   | -                    |

| S. No. | Billing Queries Request            | DERC Timeline (Days) |
|--------|------------------------------------|----------------------|
| 1      | Name Change                        | 2 Billing Cycle      |
| 2      | Billing Complaints                 | 15                   |
| 3      | Bill Not Received                  | 1                    |
| 4      | Final Bill (Vacating Premises)     | 23                   |
| 5      | Special Reading                    | 7                    |
| 6      | Refund of Security Deposit         | 60                   |
| 7      | Correction of Security Deposit     | -                    |
| 8      | Name Correction/Address Correction | 60                   |

# 'Cool Ideas' from BSES

## Sun control films



insulate your home and office from solar radiation, reducing air-conditioning costs by 5-10%.

## White tiles or paint on your roof



can cut air-conditioning costs by 20%.

## Switch off appliances



instead of leaving them on 'Stand-by' mode. Remember: When your appliances are in 'sleep' mode, your electronic electricity meter is wide awake.

## Line windows and walls with plants



reduce air-conditioning costs by 40%.

## The computer monitor



uses more than half of the energy consumed. Turn it off even if you have to leave the computer on. Remember: Screen savers do not save energy.

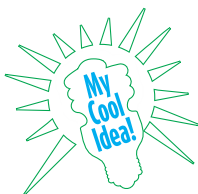
## Switch to LED lighting



It is eight times more energy efficient than incandescent bulbs and twice as energy efficient as CFL.



**Got a 'Cool Idea'?**  
**Share with us and we'll share**  
**with over 1 crore Delhiites**



Click the logo 'My Cool Idea' on [www.bsesdelhi.com](http://www.bsesdelhi.com) and share your thoughts with us.

**Save Energy, Save Money**

## A responsible Corporate Citizen

### Pro-environment

- BYPL's 49th, 50th and 51th 66/11 KV grid stations are green grids.
  - ▶ Both the control room buildings measuring 32mt X 13.6mt each are built with fly ash bricks.
- Converted 14,000 sq ft meters terrace space on BYPL Head office and field office at Shrestha Vihar "white roof" to reduce "urban island heat effect".
- More than 1/3rd of energy sourced for BYPL distribution area is clean green energy:
  - ▶ 18% hydro power plant
  - ▶ 17% gas based power plant
- Organises paperless Lok Adalats together with Delhi High Court Legal Services Committee for faster resolution of pending cases in various courts.
- Facilitating paperless initiative by providing e-bills to customers.
- Installation of maintenance free packaged ring main units (RMUs) eliminating oil based transformers.



- Promoting Solar energy usage
  - ▶ Generation of 345KW solar power from 1257 rooftop solar panels installed at 10 locations.
  - ▶ REAP (Renewable Energy Assisted Pumps) – over 150 installations in the city.

### **Increasing Delhi's green cover**

- BYPL planted over 5,000 trees-across its locations.
- Encourages tree plantation amongst children of BYPL staff and Vishisht Sahayogis.

### **Awareness Campaign**

- Sponsored bi-weekly radio programmes on safety and energy conservation - **Dilli Rahe Roshan & Whats Up Delhi** on AIR FM.
- Engages NSD troupes to conduct Nukkad Nataks on power conservation, safety and anti power theft related issues at various locations.
- Partners with World Wildlife Fund(WWF) for annual Earth Hour campaign on last Saturday of March to create awareness on global warming to more than 13.2 lakh customers. BYPL customers saved 69 MW in 2014, 70 MW in 2013, 65 MW in 2012, 85 MW in 2011 and 77 MW in 2010 through this initiative.
- Ties up with energy efficient electrical appliance makers eg Indo Asian, Finolex, Osram for CFL/LED promotion in its area. Approximately 3 lakh CFLs sold leading to energy saving of approximately 17 MW in BYPL area.
- BSES' My Cool Ideas campaign elicits 'cool' ideas and suggestions from customers to reduce power consumption and encourage energy conservation. Over 1700 customers have participated in the campaign which is promoted through the website

www.bsesdelhi.com and Synergy, the bilingual, bi-monthly news updates sent with over 34 lakh bills.

### **Lending a helping hand**

- Organises annual "Arpan" warm clothes donation for distribution to destitutes.
- Twice a year(on 28th December & 6th July), voluntary blood donation camps held with Red Cross, Government Hospitals and Rotary Club.
- Distributed thousands of food packets to flood affected.
- Contribution to Prime Minister's and Chief Minister's Relief Fund.

### **School children pass on power conservation message**

- Energy conservation programmes included in SUPW curriculum of schools.
- Student rallies in neighborhoods to spread energy conservation message.
- Produced two short films - Zaheera ka Sapna - on Safety matters and Khurana Gharana - on energy conservation made in collaboration with ACORD - (Asian Centre for Organisation Research and Development). Besides promoting it through youtube, it has been screened in 140 schools in East and Central Delhi to effectively convey the message to both students and teachers.

### **Women Empowerment**

- Over 500 women benefitted from the self defence trainings conducted. Since 2011, BYPL in collaboration with Delhi Police has conducted 10 day Self Defence Training programme for BYPL employees, school girl students and women.

## BYPL Bill Payment Counters\*

| S.No | Division         | Address                                                                            |
|------|------------------|------------------------------------------------------------------------------------|
| 1    | Karkardooma      | Corporate Annexe, CBD Grid-III, Opposite Agarwal Fun City Mall, Delhi-110032       |
| 2    | Karkardooma      | Sub Station Building, Saini Enclave, Delhi-110092                                  |
| 3    | Karkardooma      | Assistance Center, Kasturba Nagar Vivek Vihar-II, Delhi-110095                     |
| 4    | Krishna Nagar    | F -15/2, Krishna Nagar, Delhi-110051                                               |
| 5    | Krishna Nagar    | Sub Station Building, Gagan Vihar, Delhi-110051                                    |
| 6    | Krishna Nagar    | Assistance Center, Kanchan Apartment, Geeta Colony, Delhi-110031                   |
| 7    | Krishna Nagar    | Assistance Center, Block 8A, Geeta Colony, Delhi-110031                            |
| 8    | Krishna Nagar    | 66 KV Kanti Nagar Grid Sub Station, Near Sabzi Mandi, Delhi-110051                 |
| 9    | Krishna Nagar    | 66 KV Kailash Nagar Grid Sub Station, Near Mother Dairy, Delhi-110031              |
| 10   | Laxmi Nagar      | 66 KV Grid Sub Station Building, Guru Angad Nagar, Near Radhu Palace, Delhi-110092 |
| 11   | Laxmi Nagar      | Opposite Fire Station, Patparganj, Delhi-110092                                    |
| 12   | Laxmi Nagar      | Opposite Singla Sweets, Madhu Vihar, Delhi-110092                                  |
| 13   | Laxmi Nagar      | Sub Station No 5, I.P.Extension, Delhi-110092                                      |
| 14   | Laxmi Nagar      | 66 KV Shakarpur Grid Sub Station, Near Car Market, Delhi-110092                    |
| 15   | Mayur Vihar I&II | Zonal Office, Mayur Vihar-I, Delhi-110091                                          |
| 16   | Mayur Vihar I&II | Assistance Center, Pocket C, Mayur Vihar -II, Delhi-110092                         |
| 17   | Mayur Vihar III  | Sub Station No.7, Dallupura, Near Somerville School, Delhi-110096                  |
| 18   | Mayur Vihar III  | Assistance Center, Opposite Ryan Public School, Mayur Vihar Ph.III, Delhi-110096   |
| 19   | Yamuna Vihar     | Sub Station Building, C-7 Yamuna Vihar, New Delhi - 110053                         |
| 20   | Yamuna Vihar     | Zonal Office, Zone-2401, Seelampur, Near Police Station, Delhi-110053              |
| 21   | Yamuna Vihar     | 33 KV Yamuna Vihar Grid Sub Station, Near MTNL Park/DTC Depot, Delhi-110053        |
| 22   | Yamuna Vihar     | 33 KV Seelampur Grid Sub Station, Near Gurudwara on main road, Delhi-110053        |
| 23   | Yamuna Vihar     | 33 KV Grid Sub Station, Shastri Park, Delhi-110032                                 |



| S.No | Division      | Address                                                                                               |
|------|---------------|-------------------------------------------------------------------------------------------------------|
| 24   | Nand Nagri    | Tahirpur Grid, Opposite Rajeev Gandhi Super Speciality Hospital, Delhi-110093                         |
| 25   | Nand Nagri    | C-2, Nand Nagri, Near Police Station, Delhi-110093                                                    |
| 26   | Nand Nagri    | 66 KV Grid Sub Station, Ghonda Grid, Near Transport Authority East of Loni Gole Chakkar, Delhi-110094 |
| 27   | Karawal Nagar | Bhagirathi Grid, Karawal Nagar, Delhi-110094                                                          |
| 28   | Karawal Nagar | Assistance Center, Mukhiya Market, Karawal Nagar, Delhi-110094                                        |
| 29   | Karawal Nagar | Assistance Center, Sonia Vihar, Delhi-110094                                                          |
| 30   | Karawal Nagar | Karawal Nagar Grid, Karawal Nagar, Delhi-110095                                                       |
| 31   | G T Road      | 66 KV Grid Sub Station, G.T.Road, Near Hind Pocket Books, Dilshad Garden, Delhi-110095                |
| 32   | G T Road      | Zonal Office, New Zafrabad, Delhi-110032                                                              |
| 33   | GT Road       | Assistance Center, E & F Pocket, Dilshad Garden, Delhi-110095                                         |
| 34   | Chandni Chowk | Zonal Office, 103-A, Near Meva Hotel, Town Hall, Chandni Chowk, Delhi-110007                          |
| 35   | Chandni Chowk | Zonal Office, Zone No.104, Anaz Mandi, Lahori Gate, Delhi-110006                                      |
| 36   | Chandni Chowk | Sub Divisional Office, Hauz Qazi, Opposite Chawri Bazar Metro Station, Delhi-110006                   |
| 37   | Chandni Chowk | O&M Office, Hamilton Road, Delhi-110006                                                               |
| 38   | Darya Ganj    | Zonal Office, Near Ghata Masjid, Ansari Road, Darya Ganj, Delhi-110006                                |
| 39   | Darya Ganj    | Sub Station Building, Asaf Ali Road, Kamla Market, Delhi-110002                                       |
| 40   | Darya Ganj    | Gandhi Market, Minto Road, Delhi-110002                                                               |
| 41   | Darya Ganj    | Assistance Center, Near Jama Masjid, Delhi-110006                                                     |
| 42   | Pahar Ganj    | Zonal Office, Zone No.113, Chuna Mandi, Pahar Ganj, Delhi-110055                                      |
| 43   | Pahar Ganj    | Aram Bagh, Behind Pahar Ganj Police Station, Delhi-110055                                             |
| 44   | Pahar Ganj    | Sub Station Building, Motia Khan, Pahar Ganj, Delh-110055                                             |
| 45   | Pahar Ganj    | Zonal Office, Bahadurgarh Road, Sadar Bazar, Delhi-110006                                             |
| 46   | Shankar Road  | 33 KV Sub Station Building, Shankar Road, Delhi-110060                                                |
| 47   | Shankar Road  | Tibbia College, Karol Bagh, Delhi-110005                                                              |
| 48   | Shankar Road  | Sub Station Grid, Shastri Park, Near Jessa Ram Hospital, Karol Bagh, Delhi-110055                     |
| 49   | Patel Nagar   | Zonal Office, Near Neelkanth Mandir, East Patel Nagar, Delhi-110008                                   |
| 50   | Patel Nagar   | Zonal Office, Near Ramjas School, Anand Parbat, Delhi-110005                                          |
| 51   | Patel Nagar   | Assistance Center, Kikarwala Chowk, Karol Bagh, Delhi 110055                                          |

\*as on March 31, 2014

# BYPL Customer Care Offices Contacts

| S.N. | Division/Circle             | Address                                                                                                               | Contact No. |
|------|-----------------------------|-----------------------------------------------------------------------------------------------------------------------|-------------|
| 1    | Chandni Chowk               | Chandni Chowk, Sub-station Building,<br>Near Town Hall, Chandni Chowk, Delhi-110006                                   | 39999326    |
| 2    | Darya Ganj                  | 33 KV Grid,Kamla Market, Asaf Ali Road,<br>Opposite SBI, New Delhi-110002                                             | 39994135    |
| 3    | G T Road                    | 33 KV Grid, GT Road Dilshad Garden,<br>Near Hind Pocket Books, Delhi-110095                                           | 39999274    |
| 4    | Karawal Nagar               | 66 KV grid Sub-station building, Bhagirathi,<br>Near Gokul Puri Police Station,<br>Yamuna Vihar, Delhi-110094         | 39993277    |
| 5    | Karkardooma                 | BSES Corporate Annexe ,CBD-III Grid,<br>Ground floor, Opposite Agarwal<br>Fun City Mall, Karkardooma, Delhi-110032    | 39997132    |
| 6    | Krishna Nagar               | F-15/2, Krishna Nagar, Delhi-110051                                                                                   | 39999298    |
| 7    | Laxmi Nagar                 | Sub-station Building, East Guru Angad Nagar,<br>Near Radhu Palace, Laxmi Nagar, Delhi-110092                          | 39999251    |
| 8    | Mayur Vihar<br>Phase I & II | MVR-I & II , Sub-station Building,<br>Adjacent to Local Shopping Complex, Pocket-1,<br>Mayur Vihar-Ph-1, Delhi-110091 | 39992904    |
| 9    | Mayur Vihar<br>Phase III    | BSES Office, Sub-station Building,<br>Near Somervilla School, Vasundhara, Delhi-110096                                | 39993037    |
| 10   | Nandnagri                   | C-102, Tahirpur Grid, Nand Nagri, Delhi-110094                                                                        | 39993410    |
| 11   | Paharganj                   | Pahar Ganj District Office Building,<br>Aram Bagh, Behind Pahar Ganj<br>Police Station, Delhi-110055                  | 39999363    |
| 12   | Patel Nagar                 | Patel Nagar Sub-station Building, Block-18,<br>East Patel Nagar, Delhi-110018                                         | 39994604    |
| 13   | Shankar Road                | 33 KV Sub-station Building, Shankar Road,<br>New Delhi-110060                                                         | 39999340    |
| 14   | Yamuna Vihar                | Sub-station Building, C-7,<br>Yamuna Vihar, Delhi-110053.                                                             | 39993160    |

# BYPL Operations & Maintenance Office Contacts

| S.N. | Division/Circle                                                    | Address                                                                                                            | Contact No.     |
|------|--------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------|-----------------|
|      | <b>Head (O&amp;M)- BYPL</b>                                        | <b>BSES Corporate Office, Shakti Kiran Building, Karkardooma, Delhi-110032</b>                                     | <b>39999089</b> |
|      | <b>AVP(O&amp;M) Central</b>                                        | <b>Room No.107, Gandhi Market, Minto Road, Delhi-110002</b>                                                        | <b>39997363</b> |
|      | <b>AVP(O&amp;M) South East</b>                                     | <b>BSES Corporate Annexe, CBD-III Grid, First Floor, Opposite Agarwal Fun City Mall, Karkardooma, Delhi-110032</b> | <b>39997101</b> |
|      | <b>AVP(O&amp;M) North East</b>                                     | <b>Sub-station Building, GT Road, Shahdara, Adjacent to Hind Pocket Books, Delhi-110095</b>                        | <b>39999328</b> |
|      | <b>Divisional Chief - Karkardooma &amp; Laxmi Nagar</b>            | <b>33 KV Sub-station, East Guru Angad Nagar Grid, Near Radhu Palace, Laxmi Nagar, Delhi-110092</b>                 | <b>39999243</b> |
| 1    | Karkardooma                                                        | Sub-station Building, B-Block, Vivek Vihar, Delhi-110091                                                           | 32019831        |
|      | <b>AsVP (O&amp;M) - Laxmi Nagar</b>                                | <b>Sub-station Building No-7, I.P. Extension, Near AVP Public School, Delhi-110092</b>                             | <b>39992828</b> |
| 2    | Laxmi Nagar                                                        | Sub-station Building No-7, I.P. Extension, Near AVP Public School, Delhi-110092                                    | 39992828        |
|      | <b>Divisional Chief-Mayur Vihar I&amp;II &amp; Mayur Vihar III</b> | <b>Sub-station Building No-8, Pocket C, Mayur Vihar-II, Delhi-110096</b>                                           | <b>32960154</b> |
| 3    | Mayur Vihar- Ph I & II                                             | Sub-station Building No-1, Opposite Sadar CGHS, Mayur Vihar Phase-I, Delhi-110092                                  | 39993001        |
| 4    | Mayur Vihar-Ph III                                                 | Sub-station No-2, Vasundhara Enclave, Near Dharamshila Cancer Hospital, Delhi-110096                               | 32546242        |
|      | <b>Divisional Chief- Krishna Nagar</b>                             | <b>F-15/2, Krishna Nagar, Delhi-110051</b>                                                                         | <b>39999308</b> |
| 5    | Krishna Nagar                                                      | Sub-station Building, 18 Block, Geeta Colony, Infront of Sai Baba Mandir, Delhi-110031                             | 32594303        |
|      | <b>Divisional Chief -G.T Road</b>                                  | <b>Sub-station Building, GT Road, Shahdara, Adjacent to Hind Pocket Books, Delhi-110095</b>                        | <b>39999328</b> |
| 6    | G T Road                                                           | Sub-station Building, B-Block, Dilshad Garden, Behind State Bank of India, Delhi-110095                            | 32475127        |
|      | <b>Divisional Chief- Karawal Nagar &amp; Nand Nagri</b>            | <b>MIG Flats, East of Loni Road, Delhi-110093</b>                                                                  | <b>NA</b>       |
| 7    | Nand Nagri                                                         | Sub-station Building No-2, MIG, DDA Flats, East of Loni Road, Delhi-110093                                         | 32475131        |
| 8    | Karawal Nagar                                                      | Sub-station Building, Gokulpuri, Karawal Nagar, Near State Bank of India, Gokalpuri, Delhi-110094                  | 39993383        |
|      | <b>Divisional Chief- Yamuna Vihar</b>                              | <b>Sub-station Building, C-7, Yamuna Vihar, Delhi-110053.</b>                                                      | <b>39993165</b> |
| 9    | Yamuna Vihar                                                       | Sub-station Building, C-6 Yamuna Vihar, Delhi-110053                                                               | 39993253        |
|      | <b>Divisional Chief Paharganj</b>                                  | <b>Paharganj division Office Building, Aram Bagh, Near Paharganj Police Station, Delhi-110055</b>                  | <b>39999221</b> |
| 10   | Paharganj                                                          | Sub-station Building, C-Block, Motia Khan, Paharganj, Delhi-110055                                                 | 32475379        |
|      | <b>Divisional Chief - Shankar Road &amp; Patel Nagar</b>           | <b>Room No.212, 33 KV Grid Sub-station Building, Shankar Road, Delhi-110060</b>                                    | <b>39999341</b> |
| 11   | Shankar Road                                                       | Sub-station Building, Flat No-88-A, Double Storey, R-Block, New Rajinder Nagar, Delhi-110008                       | 39994580        |
| 12   | Patel Nagar                                                        | 10-B, Rajendra Place, Near Patel Auto Workshop, Patel Nagar, Delhi-110008                                          | 39994701        |
|      | <b>AsVP (O&amp;M) -Chandni Chowk</b>                               | <b>Chandni Chowk Sub-station Building, Near Town Hall, Chandni Chowk, Delhi-110006</b>                             | <b>39999372</b> |
| 13   | Chandni Chowk                                                      | Sub-station Building, Paiwalan, Dariba Kalan, Chandni Chowk, Near Jama Masjid Police Station, Delhi-110006         | 32988861        |
|      | <b>Divisional Chief - Darya Ganj</b>                               | <b>33 KV Grid Sub-station, Kamla Market, Delhi-110001</b>                                                          | <b>39994131</b> |
| 14   | Darya Ganj                                                         | Sub-station Building, C-Block, Minto Road Housing Complex, Delhi-110002                                            | 39994227        |

# BYPL Commercial Office Contacts

| S.N.                                                                   | Division/Circle        | Address                                                                                                            | Contact No.     |
|------------------------------------------------------------------------|------------------------|--------------------------------------------------------------------------------------------------------------------|-----------------|
| <b>Head Business - BYPL</b>                                            |                        | <b>BSES Corporate Office, Shakti Kiran Building, Karkardooma, Delhi-110032</b>                                     | <b>39999468</b> |
| <b>AVP Business - North East</b>                                       |                        | <b>Sub-Station Building, GT Road Shahdara, Adjacent to Hind Pocket Books, Delhi - 110095</b>                       | <b>39999330</b> |
| <b>AVP Business - South East</b>                                       |                        | <b>BSES Corporate Annexe, CBD-III Grid, First Floor, Opposite Agarwal Fun City Mall, Karkardooma, Delhi-110032</b> | <b>39997105</b> |
| <b>AVP Business- Central</b>                                           |                        | <b>Room No.106, Gandhi Market, Minto Road, Delhi-110002</b>                                                        | <b>39994253</b> |
| <b>Divisional Chief- Karkardooma &amp; Laxmi Nagar</b>                 |                        | <b>33 KV Sub-station, East Guru Angad Nagar Grid, Near Radhu Palace, Laxmi Nagar, Delhi-110092</b>                 | <b>39999243</b> |
| 1                                                                      | Karkardooma            | BSES Corporate Annexe, CBD-III Grid, Ground Floor, Opposite Agarwal Fun City Mall, Karkardooma, Delhi-110032       | 39997137        |
| 2                                                                      | Laxmi Nagar            | Sub-Station Building, East Guru Angad Nagar, Near Radhu Palace, Laxmi Nagar, Delhi-110092                          | 39999256        |
| <b>Divisional Chief Mayur Vihar Ph- I&amp;II &amp; Mayur Vihar III</b> |                        | <b>Sub-station Building No-8, Pocket C, Mayur Vihar-II, Delhi- 110096</b>                                          | <b>32960154</b> |
| 3                                                                      | Mayur Vihar Ph- I & II | Sub-station Building, Adjacent to Local Shopping Complex, Pocket-1, Mayur Vihar-Ph-1, Delhi-110096                 | 39992901        |
| 4                                                                      | Mayur Vihar- Ph- III   | BSES Office, Sub-station Building, Near Somervilla School, Vasundhara, Delhi-110096                                | 39993029        |
| <b>Divisional Chief-Krishna Nagar</b>                                  |                        | <b>F-15/2, Krishna Nagar, Delhi-110051</b>                                                                         | <b>39999308</b> |
| 5                                                                      | Krishna Nagar          | F-15/2, Krishna Nagar, Delhi-110051                                                                                | 39999296        |
| <b>Divisional Chief - Karawal Nagar &amp; Nand Nagri</b>               |                        | <b>MIG Flats, East of Loni Road, Delhi-110093</b>                                                                  | <b>NA</b>       |
| 6                                                                      | Karawal Nagar          | 66 KV grid Sub-station Building, Bhagirathi, Near Gokulpuri Police Station, Yamuna Vihar, Delhi-110094             | 39993290        |
| 7                                                                      | Nandnagri              | C-102, Tahirpur Grid, Nand Nagri, Delhi-110094                                                                     | 39993414        |
| <b>Divisional Chief- G.T Road</b>                                      |                        | <b>Sub-Station Building, GT Road Shahdara, Adjacent to Hind Pocket Books, Delhi-110095</b>                         | <b>39999328</b> |
| 8                                                                      | G T Road               | Sub-station Building, GT Road, Shahdara, Adjacent to Hind Pocket Books, Delhi-110095                               | 39999272        |
| <b>Divisional Chief -Yamuna Vihar</b>                                  |                        | <b>Sub-station Building, C-7, Yamuna Vihar, Delhi-110053.</b>                                                      | <b>39993165</b> |
| 9                                                                      | Yamuna Vihar           | Sub-station Building, C-7, Yamuna Vihar, Delhi-110053.                                                             | 39993152        |
| <b>Divisional Chief - Paharganj</b>                                    |                        | <b>Paharganj Division Office Building, Aram Bagh, Near Paharganj Police Station, Delhi-110055</b>                  | <b>39999221</b> |
| 10                                                                     | Paharganj              | Paharganj Division Office Building, Aram Bagh, Near Paharganj Police Station, Delhi-110055                         | 39999362        |
| <b>Divisional Chief- Shankar Road &amp; Patel Nagar</b>                |                        | <b>Room No.212, 33 KV Grid Sub-station Building, Shankar Road, New Delhi-110060</b>                                | <b>39999341</b> |
| 11                                                                     | Shankar Road           | 33 KV Sub-station Building, Shankar Road, New Delhi-110060                                                         | 39999338        |
| 12                                                                     | Patel Nagar            | Patel Nagar Sub-station Building, Block-18, East Patel Nagar, Delhi-110018                                         | 39994601        |
| <b>Divisional Chief -Darya Ganj</b>                                    |                        | <b>33 KV Grid Sub-station, Kamla Market, Delhi-110001</b>                                                          | <b>39994131</b> |
| 13                                                                     | Darya Ganj             | Kamla Market Office, Asaf Ali Marg, Delhi-110001                                                                   | 39994129        |
| <b>Divisional Chief Chandni Chowk</b>                                  |                        | <b>Chandni Chowk Sub Station Building, Near Town Hall, Chandni Chowk, Delhi-110006</b>                             | <b>39999372</b> |
| 14                                                                     | Chandni Chowk          | Chandni Chowk Sub-station Building, Near Town Hall, Chandni Chowk, Delhi-110006                                    | 39999316        |

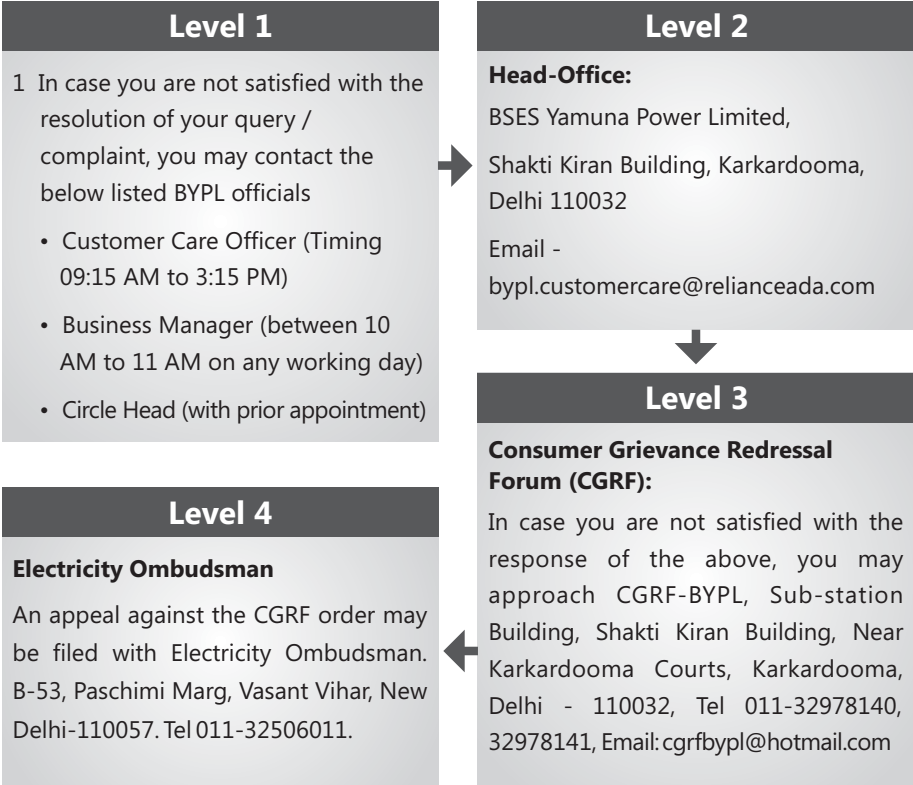


# Customer Complaint Management:

For any query / complaint, you may contact us using any of the following options:

- 24 Hrs. Call Center No. 011-39999808
- Customer Care Center (Timing 09:15 AM to 3:15 PM)
- Email - [bypl.customercare@relianceada.com](mailto:bypl.customercare@relianceada.com)
- [www.bsedelhi.com](http://www.bsedelhi.com)

## Escalation matrix for complaints:



## Address for Special Courts of Electricity (BYPL)

- 1) Karkardooma Special Court - Court Room No. 5, Karkardooma Court Complex, Delhi - 110032
- 2) Tis Hazari Special Court - Court Room No. 2, Tis Hazari Court Complex, Delhi - 110054



# VARIOUS BILL PAYMENT OPTIONS



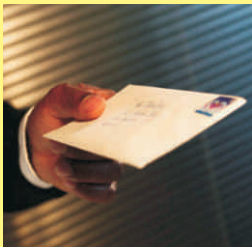
Auto-Debit payment  
(ECS)



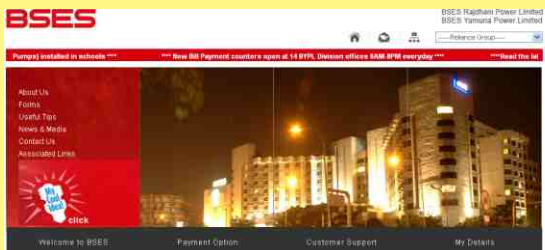
Automated kiosks



Pay by phone



Cheque by post



Net banking Payment at [www.bsesdelhi.com](http://www.bsesdelhi.com)



ITZ Card Payment



Mobile Cash Vans



Skypak Drop Box



Jeevan Counter



Bill Payment Facility



**Greentech Technical Excellence  
HR Award 2013**



**Indian Society for Training &  
Development Award  
Innovative Training Practices  
(2011-12)**



**Gold Award  
Chapter Convention  
Quality Circle 2012**



**Greentech Safety Award  
(2011, 2012, 2013)**



**Institute of Cost & Works  
Accountants of India Award  
Cost Management (2010)**



**India Power Award  
(2009, 2010, 2011, 2012)**



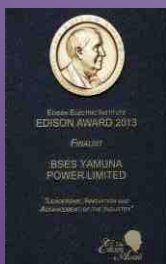
**Independent Power Producers  
Association of India  
Power Award (2012, 2013)**



**National Safety Innovation  
Award (2010, 2011, 2013)**



**Greentech  
Environment  
Award 2013**



**Edison Award  
Edison Electric Institute, USA (2013)**



**Stevie Award  
USA (2013)**



**British Safety Council  
Safety Award (2011, 2013)**