



Now getting a new electricity connection is even easier

Get a new connection in just two steps

- Step 1: Apply & submit application with all documents
- Step 2: Field inspection and energisation of connection

For more information, call 19122 (toll-free)



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Energisation of Connection:-**(i) Where connection is to be provided from existing distribution system in electrified areas:-**

Sl. No.	Description	Time Period
(i)	Acceptance of Application	Zero date
(ii)	Field Inspection	Within 2 days of Acceptance of Application
(iii)	Load Sanction and demand note	Within 2 days of Field Inspection
(iv)	Payment of demand note	Within 2 days of raising demand note
(v)	Release of connection, where no RoW or road cutting permission is required	Within 1 day of receipt of payment
(vi)	Total time for release of connection where no RoW or road cutting permission is required	Within 7 days of acceptance of application
(vii)	Total time for release of connection where RoW or road cutting permission is required	Within 15 days of acceptance of application

For further details please visit - <http://www.derc.gov.in>

GUARANTEED STANDARDS OF PERFORMANCE AND COMPENSATION TO CONSUMERS
IN CASE OF DEFAULT

Sl. No.	Service Area	Standard	Computation of period of default	Compensation payable to consumer for the period of default in case of violation of standard
(1)	(2)	(3)	(4)	(5)
1	Connection where no Network augmentation is required			
	Release of connection in electrified areas	As per Regulation 11	From 8 th day from the acceptance of application in case where no RoW or road cutting permission is required or From 15 th day from the acceptance of application in case where RoW or road cutting permission is required, as the case may be.	1.5% of the demand charges deposited by consumer for each day of default.
2	Connection where Network augmentation is required			
(i)	Release of connection in Electrified Areas (where extension of line upto five poles is required)	As per Regulation 11	From 16 th day from the date of receipt of full payment against demand note.	1.5% of the demand charges deposited by consumer for each day of default

CONSUMER GRIEVANCE REDRESSAL MECHANISM

BSES
BSES Yamuna Power Limited

Empowering Delhi

TIER – I (BSES Yamuna Power Ltd Complaint Escalation & Redressal Structure)

Consumer may contact us at any of the following touch points for registration of their requests / complaints like new connection, load enhancement / reduction, Permanent Disconnection, Reconnection, Name / category change, removing Unauthorized use of Electricity (UUE) etc. and different complaints like Wrong Billing / Reading, Faulty / Burnt / Slow / Fast Meter, Power Outage / Fluctuation, Non-working of Streetlight, reporting theft etc.

- 24x7 Helpline at 011-39999808 (Call Centre)
- Customer Care Centres (Mon – Fri 09:15 AM to 03:15 PM & Sat - 09:30 AM to 01:00 PM)
- Online through Complaint section on BSES Website i.e. www.bsesdelhi.com or e-mail at bypl.customercare@relianceada.com or Mobile App i.e. BSES Mobile App.
- To report Harassment, Unethical Practice or corruption related complaints, e-mail at bypl.vigilance@relianceada.com or Call at 8010930719
- To report theft information WhatsApp @ 8588892156

If complaint is not resolved timely or if you are not satisfied with the response / resolution provided, if desired, you may approach to the below officials for further clarification/ resolution, at your respective Division customer care centers.

Level 1 – Customer Care Officer

Level 2 – Business Manager

Level 3 – Circle Head (with prior appointment through Customer Care Officer/ Business Manager)

If still not satisfied with the resolution, consumer may write at:

Level 4 – Head (Customer Services)

- Email : bypl.customercare@relianceada.com
- Post: Head, Customer Care, BSES Yamuna Power Limited Corporate Annexe Building, CBD-3, Karkardooma Delhi-110032

TIER – II (Independent Forum - Consumer Grievance Redressal Forum u/s 42 of Electricity Act, 2003)

If your request is not resolved or you are not satisfied with the response / resolution provided by the licensee, You may approach Consumer Grievance Redressal Forum (CGRF).

Consumer Grievance Redressal Forum (CGRF), Sub-Station Building, Adj to BYPL Head Office, Near Karkardooma Courts, Karkardooma, Delhi - 110032, Tel: 8010939760, Email: cgrfbypl@hotmail.com