



JANUARY - 2018


Wishing you a Happy New Year

 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. Click on the App, enter 9 digit CA number, select the service and register the request/ complaint.



Dear consumer,

Namaskar and a very happy & prosperous New Year!

I hope that the year 2017 was a very happy and successful year for you and your family.

At the onset of the year 2017, we had resolved to improve the quality of power supply to our customers. I am very pleased to inform you that we had been quite successful in achieving this feat through process improvement, training and substantial capital investment.

We had also aimed to provide quick and hassle-free access of services to our customers. In this endeavour too, we have been hugely successful. Our customers can now lodge power outage complaints through WhatsApp or a state-of-the-art

Chatbot on our website. These mediums are, of course, in addition to telephone, SMS and Mobile App. We have also started printing of QR code on electricity bills so that customers can simply scan and pay their bills electronically from the convenience of their homes or offices. We aspire to introduce many more consumer friendly services in the New Year 2018.

In our endeavour to be an environmentally conscious company, we have also undertaken many initiatives for energy conservation and promotion of solar power during the year.

Wishing you a Happy New Year once again.

Sincerely,
P.R. Kumar

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

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



Please visit www.bsesdelhi.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:U40109DL2001PLC111525
Tel: 011- 399-97-111/399-99-273
E-mail: bypl.Feedback@relianceada.com
Website: www.bsesdelhi.com

 41999808
Streetlight 8588892156
(Power theft related)

“No Supply” complaint through WhatsApp

Now you can register your 'No Supply' complaints through WhatsApp also

- Send #NC <SPACE> 9 digit CA No. to WhatsApp number  8745999808
- You will get an automated response providing the complaint details if a fresh complaint is registered. In case, the complaint has already been registered earlier, restoration status will be provided to you

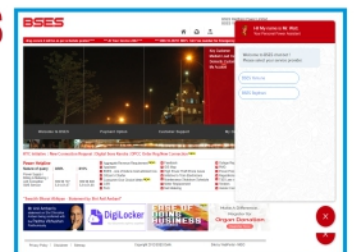
At Your Service 24x7 : 399-99-808,
Call 8010930719, if somebody asks
you for bribe for electricity related work

Chatbot launched on BSES Website and Facebook

BYPL has launched Chatbot for its consumers on BSES website and Facebook platforms where they can avail electricity related various services at the comfort of their home or office.

Services to be availed

- Register 'No Supply' complaints



- No Supply status check
- Online Payments
- List of BYPL Customer Care & Payment Centers
- FAQs