



ISA Award
2020



ICQCC Award
2020



D L Shah - Quality
Council of India



Indian Power Producer
Association of India
Award



Institute of Cost and
Works Accounts of
India's (ICWAI) Award



British Safety
Council Award



CII National 5 S
Excellence Award



Safety Innovation
Award 2019



ISGF (India Smart Grid
Forum of India) Award



Skoch BSE Award



British Safety
Council Award



Golden Peacock
Occupational Health
& Safety Award 2019



National Energy
Conservation Award



Global Asian Innovators Award
for Best Customer Experience



CII Award for Customer
Obsession 2018

DECEMBER 2020

BSES

BSES Yamuna Power Limited

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

A joint venture with Govt. of NCT, Delhi



BSES

BSES Yamuna Power Limited

Regd. Office: BSES Yamuna Power Limited, Shakti Kiran Building, Karkardooma, Delhi-110032

CIN:U40109DL2001PLC111525, Tel. No.: +91 11 399-99-808, Web: www.bsesdelhi.com

www.facebook.com/bsesdelhi https://twitter.com/BSESDelhi

INFO GUIDE

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.

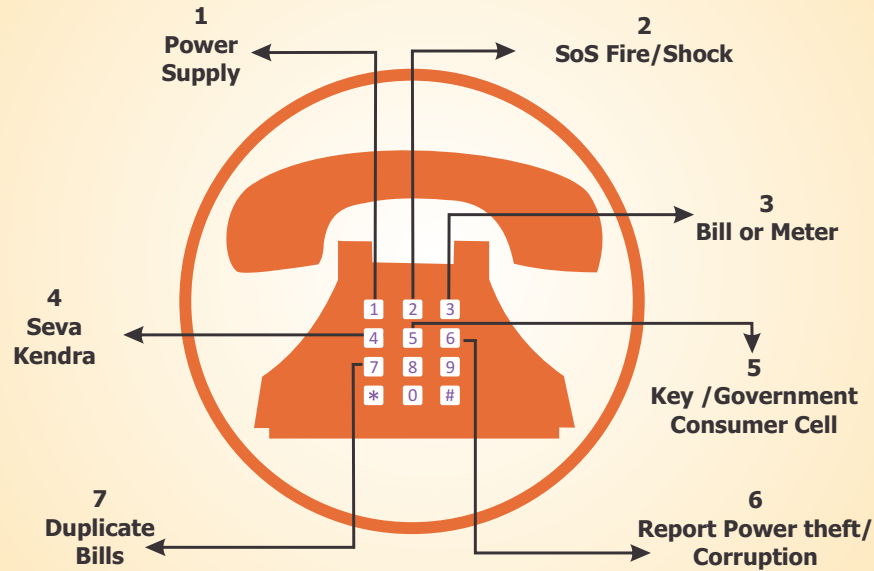
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BSES

BSES Yamuna Power Limited

Just dial 19122 and press...



save time, save fuel, save money
log on to www.bsedelhi.com or
BYPL Mobile App "BYPL CONNECT"

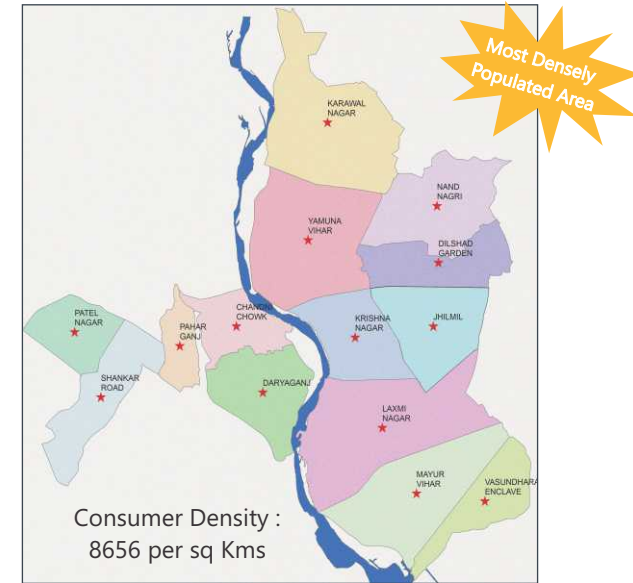
AN ISO 14001, ISO 9001, OHSAS 18001, ISO 27001, ISO 17025 Recognized Power Utility Company

BSES Yamuna Power Limited - Profile

We are pleased to present the 5th edition of the Info Guide - a handy reference guide of BSES Yamuna Power Limited (BYPL) operations in East and Central Delhi.

BSES Yamuna Power Limited- Area of Operation

Area of Operation



BSES Yamuna Power Limited (BYPL), a Joint Venture between Reliance Infrastructure Limited and 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.

Consumer Profile

Category	Consumer Base (Nos)*
Domestic	1,368,466
Non-Domestic	387,337
Industrial	7,576
Agriculture	42
Others	6,555
Total	1,769,976 *

* Consumer base of 31 March'2021

Division Name	AT & C Loss*
Chandni Chowk	13.50%
Darya Ganj	16.16%
Pahar Ganj	9.63%
Shankar Road	3.03%
Patel Nagar	5.23%
Jhilmil	4.96%
Dilshad Garden	6.00%
Krishna Nagar	7.10%
Laxmi Nagar	4.99%
Mayur Vihar	5.20%
Mayur Vihar - III	4.55%
Yamuna Vihar	11.72%
Karawal Nagar	6.19%
Nandnagri	6.64%
Total	7.46%

* AT&C Aggregate Technical & Commercial Loss

As on 31 March'2020

This is how your house gets powered...

In July 2002, the erstwhile Delhi Vidyut Board (DVB) was divided, or unbundled, into three entities-Genco (power generating company),Transco (power transmission company) and Discoms (power distribution companies).

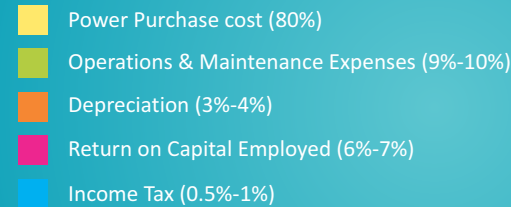
Only the distribution part of the electricity business was privatized. The task of power generation and transmission remained in the hands of government controlled entities-Genco & Transco. For distribution purposes, Delhi was divided into three zones. BSES assumed charge for two of these three. Thus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

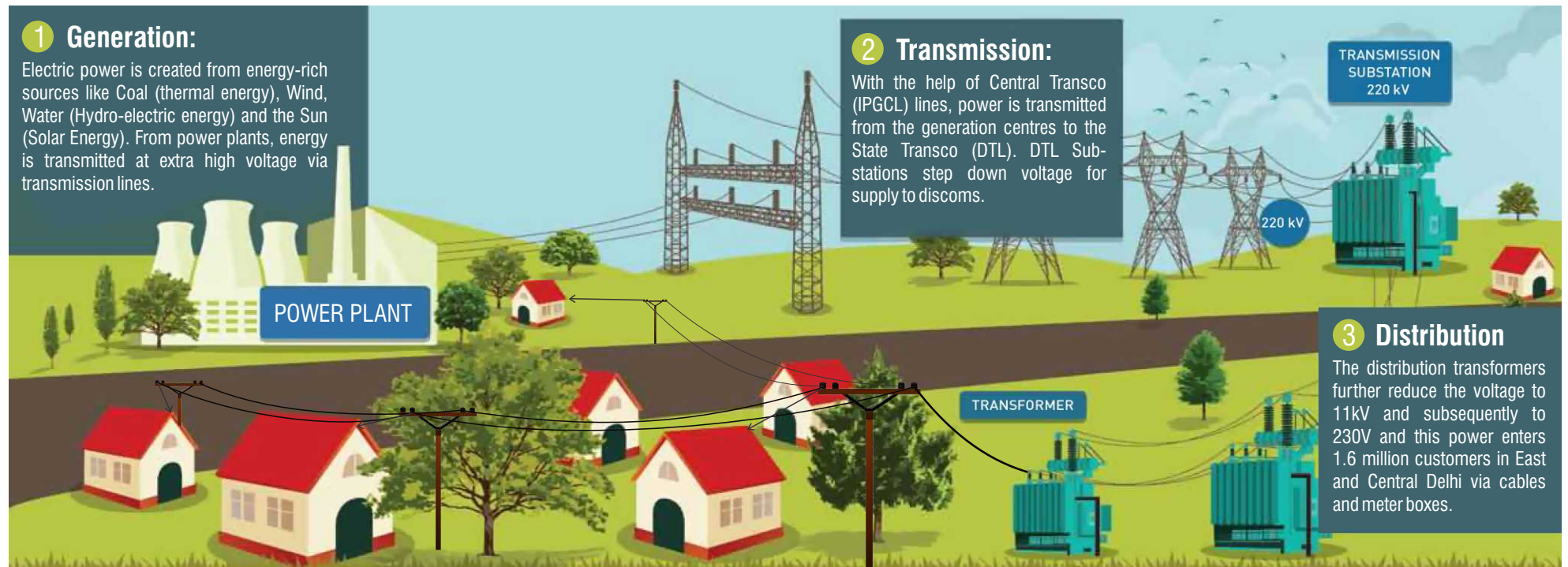
- A. Genco generates power and steps it up to 33/66 KV and then to 220 KV before sending it to Transco.
- B. Transco receives power at 220 KV and steps it down to 66/33 KV before sending it to Discoms.
- C. Discoms (BSES) receive power at 66/33 KV and step it down further to 11 KV before feeding it to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

Components of power cost



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

HOW POWER IS GENERATED AND DISTRIBUTED



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.

You can get in touch with us through following modes for registering for requests/complaints:

- 24X7 Helpline Number 19122 (Toll Free)
- Visiting Customer Help Desks @ 14 Division offices across East & Central Delhi
- SMS (5-61-61-08) for For details refer Page No.26
- Website www.bsedelhi.com
- BYPL Mobile App "BYPL Connect" – Download it through Google Play, iOS Store or BSES website
- E Mail – (bypl.customercare@relianceada.com)
- WhatsApp @ 8745999808 (Need to save the the WhatsApp number 8745999808 and type "Hi" or "Menu" to avail the services)
- To report theft WhatsApp @ 8588892156

Read Samvad For Latest Updates

Monthly Newsletter "SAMVAD" means "Conversation

In order to educate customers about billing, safety, energy conservation ,initiatives taken by the company and other important issues, "SAMVAD"- News letter is sent to all the consumers every month along with the bill.

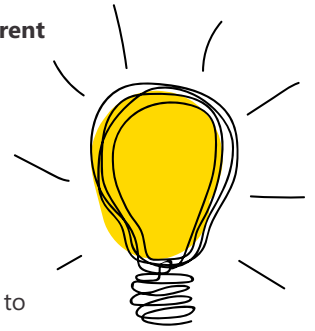


Availing a service – New Connection

A new connection request can be raised through different modes as follows:

1. Call Center (19122) (Between 9:00 AM and 5:00 PM)
2. By visiting nearest Division Customer Care Centre
3. Website www.bsedelhi.com
4. BYPL Mobile App "BYPL Connect"

Subsequent to request generation, the applicant needs to go personally along with duly filled form and requisite documents (original & copy) have to be submitted at the divisional office on a scheduled date and time.



Documents required for availing services like New Connection:

1. Passport Size Photograph of Applicant
2. Fire Clearance Certificate is required for getting a new domestic Connection for dwelling units which are above the height of 15 meters without stilt parking and which are above the height of 17.5 meters with stilt parking of the building.
3. Proof of identity of the applicant:-

Any of the following documents shall be accepted as proof of identity:-

- (I) Electoral identity card
- (ii) Passport
- (iii) Driving license
- (iv) Ration card having photograph
- (v) Aadhar card
- (vi) PAN card
- (vii) Photo identity card issued by any Government agency;

- (viii) If the applicant is an organization, certificate of incorporation/ registration issued by the Registrar and proof of authorization /resolution of Board for authorizing the person.
4. Proof of ownership or occupancy of the premises:-

Any of the following documents shall be accepted as the proof of ownership or occupancy of premises:-

- (I) Certified copy of title deed
- (ii) Certified copy of registered conveyance deed
- (iii) General Power of Attorney (GPA)
- (iv) Allotment letter/possession letter
- (v) Valid lease agreement alongwith undertaking that the lease agreement has been signed by the owner or his authorized representative;
- (vi) Rent receipt not older than 3 (three) months along with the undertaking that the rent receipt

has been signed by the owner or by his authorized representative (this is only for prepaid meter and not for regular connection / Meter)

(vii) Mutation certificate issued by a Government body such as Local Revenue Authorities or Municipal Corporation or land owning agencies like DDA/L&DO

(viii) Sub-division agreement

5. In case the applicant is not the sole owner of the premises, no objection certificate for seeking electricity connection from the co-owner has been obtained along with ID Proof of co-owner

6. Other Documents: applicable for selected consumer category :

a. Industrial

Valid Industrial License/Factory License/Lal Dora Certificate in case of rural village

b. Agricultural Consumers

- i. Certificate of Residence from Block Development Officer
- ii. No Objection Certificate from Development Commissioner/Block Development Officer Delhi Jal Board for tube wells

c. Non-domestic for Khokhas and Temporary Structure

- i. Teh Bazaari Receipt Number
- ii. No Objection Certificate for Khokha/Temporary Structure for single delivery supply
- iii. Gaurantor BYPL bill along with ID proof and undertaking

d. Charging station for electric vehicles

An undertaking by the applicant that the charging station for electric vehicles is as per the specifications as may be specified by Central Electricity Authority or Bureau of Indian Standards from time to time

Important information for getting a Domestic New Connection

Separate kitchen as well as separate entry is required for getting a Domestic New Connection as per DERC regulations 2017.



Schedule of Charges

Security Deposit

Category	Amount (Rs./KW)
Domestic	
i) Upto 2kW	600
ii) Above 2kW upto 5kW	900
iii) Above 5kW	1200
Non-Domestic / Industrial	4500
Agriculture	300
Public Lighting/ Railway, DMRC, DIAL, DJB	3000
Advertisement and Hoardings	4500
Any other category not specified above	To be decided by the Commission

Security deposit is an initial security amount to be deposited by the customer, at the time of taking new connection or load enhancement.

The DISCOM shall pay interest on security deposit annually to the consumer from the date of such security deposit at Marginal Cost of Fund based Lending Rate (MCLR) as notified by State Bank of India prevailing on the 1st (first) April of that financial year.

Service Line cum Development Charges

S No.	Type of Area	Sanctioned Load	Amount (Rs)	Road Restoration Charges	Total
1	2	3	4	5	6
i)	Electrified Area	Upto 5 KW	3000	Actual RR charges for service line	Column(4+5)
ii)		More than 5 KW and upto 150 KW	Rs. 3000 + Rs. 500 per KW or KVA as the case may be for load beyond 5 KW), limited to a maximum of Rs. 15000/-	Actual RR charges for service line	Column(4+5)
iii)		More than 150kW to 200kW/ 215kVA	Rs. 15000 + Rs.400 per kW or per kVA as the case may be for load beyond 150kW	Actual RR charges for service line	Column(4+5)

i)	Un-Electrified Area as on 31.7.2017*	Load upto 4kW, other than agriculture connection	Rs. 8000 per kW	Actual RR charges for service line	Column(4+5)
ii)		Load above 4kW and upto 10kW, other than agriculture connection	Rs. 12,000 per kW	Actual RR charges for service line	Column(4+5)
iii)		Load above 10kW and upto 200 kW/215 kVA, other than agriculture connection	Rs.20,000 per kW or per kVA as the case may be	Actual RR charges for service line	Column(4+5)
iv)		Agriculture connection	20% charges per kW for respective slab of load mentioned at point (i), (ii) &(iii) of un-electrified area	Actual RR charges for service line	Column(4+5)

* These charges shall be applicable for release of connection or load enhancement as per applicable Regulations in the areas which are declared as un-electrified by the Licensee on 31.7.2017 till further Orders of the Commission.

S.No.	Description	Charges (Rs.)
1	Field Inspection to be scheduled on a holiday for the Licensee	500
2	One time non-refundable charges for temporary connections	
i)	LT Supply	250 per kW or per kVA subject to a maximum of Rs. 25,000/-
ii)	HT Supply	1000 per kW or per kVA
3	Shifting of meter and service line# on the same premises	
i)	Single phase connection	500
ii)	Three phase connection	1000

4	Installation Inspection Fee other than at the time of energising new connection	Rs.
i)	Upto 5 kW	120
ii)	More than 5kW upto 10 kW	200
iii)	More than 10 kW	400
iv)	HT Installation	1000
5	Special Meter Reading charges	
i)	LT connection	50
ii)	HT connection	200
6	Charges for reconnection	
i)	Single phase connection	200
ii)	Three phase connection	500
7	Meter testing charges	
i)	Single phase	200
ii)	Three phase	500
iii)	CT meter	1000
iv)	HT meter	4000
8	Copy of duplicate bill	20 per bill
9	Dishonoured cheque	200

If meter shifting requires new service line, the consumer shall pay the applicable Service Line cum development (SLD) charges to the distribution licensee as per the Regulations

Note: As per the directive of Govt. of India vide circular number 34/8/2018-GST dated 01st March 2018, GST @ 18% will be levied on all Non-Energy charges.

KNOW YOUR METER



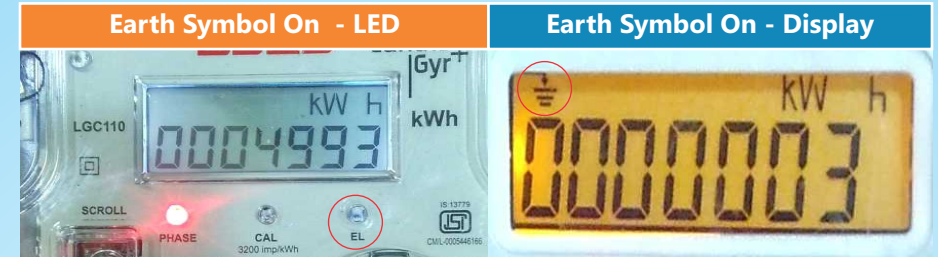
- Meter Display
- Phase LED
- Calibration LED
- ISI marking
- Meter Rating plate

LCD Display

LCD Display Parameter/Symbol	Meaning
KWH	Current Meter Reading in Kilowatt Hour
MD KW	Current Month Maximum Demand in Kilowatt
I ph	Instantaneous Current
V	Instantaneous Voltage



Earth Leakage



If EL LED or Earth symbol is ON

Consumer should get the internal wiring for his / her premises checked for leakages / other defects.

EL LED is a small display which has great importance, consumers are advised not to ignore it.

Glowing EL indicates following:

- Earth is being used as neutral.
- Neutral is touching the earth.
- Phase / Neutral wire is touching with the neighbour's phase / Neutral wire.
- Neutral wire is interconnected with the neighbour's neutral wire.

Other Meter related information

- **The responsibility of keeping the meter under safe custody shall lie with the consumer**
- The meter is to be installed at suitable location having adequate space for ready access to BSES Yamuna Power Ltd. officials or its representatives.
- The new connection meters are being installed and shifting of existing meters outside the premises inter-alia, to meet the objectives of efficient metering and providing better accessibility to the meter.
 - Some of the benefits of shifting the energy meter outside the premises are:
 - Reduce threat of unauthorized persons from gaining entry into the premises.
 - Reduce incidents of provisional billing due to inaccessibility of meter
 - In case of sparking or any emergency, it is easier for electricity officials to identify and access the meter without entering into premises of consumer.
- **Always install ISI marked MCB(Miniature Circuit Breaker/ MCCB (Molded Case Circuit Breaker) after Electricity meter.**
- **Install ELCB and be safe - ELCB (Earth Leakage Circuit Breaker) is a safety device used for protection from electrical shock due to current leakage. It detects any fault due to earth leakage in electric equipment and disconnects the supply in case any dangerous sign observed. Always install ISI marked ELCB.As per DERC guidelines, ELCB is mandatory for electricity connections.**
- Maintain an independent Phase and Neutral wire for each metered connection. This will also safeguard your appliance / equipment from damage due to voltage spurt.
- In case of any dispute in accuracy of the meter, consumer can have the meter tested after paying prescribed fee (Refer Page 10)
- The consumer, if so desires, may procure a meter conforming to the specifications issued by BSES Yamuna Power Ltd and the same shall be tested, sealed and installed by BSES Yamuna Power Ltd.
- Do not tamper with the meter, meter cover or sealing arrangement.
- The consumer shall promptly notify BSES Yamuna Power Ltd. about any fault, accident or problem with the meter.

METER READING PROCESS

Computerised meter reading system is used to improve the quality of billing for consumers; it enables easy and efficient way of capturing the correct Meter Reading. To enable this, the following steps are follows:



1. Options for capturing Status code are mentioned, and the interface is made more user friendly, so that the Readers can record the status accurately and easily.
2. Capture the Downloaded reading which takes less effort. Electronic meter displays the downloaded reading

The benefits of the computerized meter reading system are:

- Accurate meter reading.
- Accurate bills & improved billing efficiency.
- Reduction in billing complaints.
- Reduction in billing delays.

Meter Reading & Bill Generation Steps

- **Step 01:** Preparing Meter Reading/ Bill Distribution monthly schedule.
- **Step 02:** Creating Form Y (cycle-wise meter reading orders) in system, as per schedule.
- **Step 03:** Uploading Form Y to Computerised meter reading system.
- **Step 04:** Downloading meter reading through Computerised meter reading system.
- **Step 05:** Generate pre-audit.
- **Step 06:** Pre-audit analysis.
- **Step 07:** Re-verification of meters.
- **Step 08:** Portion finalized.
- **Step 09:** Analysis of Meter Reading Data
- **Step 10:** Billing.
- **Step 11:** Post-billing Audit.
- **Step 12:** Billing Invoicing.
- **Step 13:** Post-invoicing Audit.
- **Step 14:** Bill printing and delivery to the respective division.
- **Step 15:** Bill distribution to consumer.

Maintain Power Factor by installation of Shunt Capacitors!!!

BSES Yamuna Power Limited
 Bill of Supply for Electricity
 Due Date: 17-07-2019

Sanctioned Load: 1.00 (KVA)
 Connected Demand: 2.10 (KW)
 Power Factor: 0.75

Customer Care Centre No. 011-3998808



- Industrial Consumers, Public Utilities and EV charging (at HT) consumers are billed at kVAh billing, now DERC has introduced kVAh billing for Non domestic single phase consumers too.
- For lower power factor, there is generally higher kVAh billing against same kWh billing and thus there is a need for improving the power factor by installation of capacitor at load end.
- Lower Power Factor will lead to increase in Fixed Charges and Energy charges.
- Power Factor basically indicates how efficiently power is being utilised/ consumed at consumer end.
- Ideally, Power Factor should be near to unity (or 1) and is dependent on the type of load installed at consumer's premises.
- Higher the value of Power Factor higher the useful power. Installation of Shunt Capacitor will help to improve the Power Factor, Voltage stability and reduce network losses.
- Shunt Capacitor should be connected with load and should be switched off under no- load conditions.

ELIGIBILITY CRITERIA FOR AVAILING SUBSIDY

GoNCTD vide order No. F.11(111)/2012/Power/Vol-III/1417-1427 dated 20th April 2020, has extended subsidy to Domestic consumers, Agricultural consumers (farmers), special subsidy to 1984 Sikh Riots Victims and Lawyers chambers within the premises of the Court Complex in NCT of Delhi for the financial year 2020-21:-

Domestic Consumers

S.No.	Units / month	Subsidy	Remarks
1	0-200	Entire Bill Amount	Also applicable for individual domestic consumers in Group Housing Societies subject to the terms and conditions laid down in note 11 of tariff schedule.
2	201-400	Upto Rs 800/- per month	If more than 200 units are consumed in a month then the consumer will not get the subsidy mentioned at point 1 above.
3	Above 400	Subsidy not applicable	In case consumption is more than 400 units per month.

1984 Sikh Riot Victims

S.No.	Units / month	Subsidy
1	0-400	Entire Bill Amount
2	Above 400	Entire bill amount upto 400 units will be subsidized, balance above 400 units to be paid by consumers.

Lawyer Chambers - Subsidy scheme to Lawyers chambers inside court complexes approved by Council of Ministers of NCT of Delhi vide decision no. 2792 dated 19.12.2019 and Power Department Order dated 26.12.2019

Agricultural Connections - Subsidy on existing tariff @ Rs 105/kWh/Month on fixed charges to agricultural connections in Delhi for FY 2020-21

Example:

For domestic connection, if the billing period is 31 days (21/04/2020 to 21/05/2020) covering 10 days of April and 21 days of May respectively, please find the calculation for reference:

Month	Units	No. of Days	No. of Days billed	Units entitled for Subsidy
April	400	30	10	$400/30 \times 10 = 133$
May		31	21	$400/31 \times 21 = 271$
Total				404

As per Govt of NCT Order, subsidy is allowed for 400 units in a month and in the above cited case the consumer shall be eligible for subsidy for 31 days provided the consumption is upto 404 units.

KNOW YOUR BILL

BSES Yamuna Power Limited
 Keep your CA No. ready with you while calling BSES Helpline
 (संभवतः १० मिनटों में सेवा शुरू होगी, कृपया धैर्य रखें और बिल का नंबर बताएं)

1 Bill of Supply for Electricity
 Due Date (बिलिंग): 17-07-2019

Sanctioned Load : 1.00 (kW)
 Contract Demand : 2.10 (kW)
 Power Factor : 1.000
 Pole No. : KRNPH134S1
 Walking Sequence : INPQZ0096A0AS
 Cycle No. : 13
 Tariff Category : Domestic [Residential]

CA No. :
 Registration Date : 29-01-2006
 Meter Type : TPSK
 Supply Type : LT
 Bill No. : 100754291170
 Bill Basis : Actual
 O.D. No. :
 011-39998008
 19122

2 Meter Details

Meter No. (मीटर नं.)	Unit (यूनिट)	Billed Consumption (Current) (बिलिंग के लिए वर्तमान माप)	Unit Consumed (Current) (वर्तमान माप के लिए यूनिट)	Billed Consumption (Previous) (बिलिंग के लिए पिछले माप)	Unit Consumed (Previous) (पिछले माप के लिए यूनिट)	Multiplication Factor (गुणक)	Days (दिने)	Unit (यूनिट)
35391331	KWH	2.10	2.10	6452.00	6452.00	1.00	29	4065.00
35391331	KW	2.10	2.10	29-05-2019	29-05-2019	1.00		2.10

3 Billing Details

Particulars (विवरण)	Amount (₹) (रु.)
Fixed Charges (स्थिर चार्ज)	135.94
Energy Charges (ऊर्जा चार्ज)	88.80
Subsidy (सुब्सिडी)	2006.56
Other Charges (अन्य चार्ज)	84.53
Total (कुल)	2060.15

4 Net Amount Payable (₹) 2060.00
 Due Date of Payment (बिलिंग तिथि): 17-07-2019

5 Arrears / Refunds / Subsidy (पिछले बिलों के अर्जा / वापसी / सुब्सिडी)

Amount (₹) (रु.)	Reasons (कारण)
2000.00	Security Deposit with DISCOM (DISCOM के साथ सुरक्षा जमाना)
600.00	Other Charges, if any (अन्य चार्ज, यदि कोई हो)
(₹) 36	Total Charges Payable (कुल चार्ज देय)

6 Important Message (संभवतः सूचना)

7 Payment Slip (बिल का भुगतान)

8 Bill History (बिल का इतिहास)

Bill No.	Due Date	Amount (₹)	Status	
23-07-2017	24-08-2017	33	114	400.00
24-08-2017	24-07-2017	31	87	330.00
25-09-2017	24-06-2017	28	90	330.00
26-04-2017	24-05-2017	30	79	300.00
26-03-2017	24-04-2017	30	78	300.00
23-02-2017	25-03-2017	31	81	315.00

9 Paying your electricity bill (बिल का भुगतान)

10 Contact details (संपर्क जानकारी)

11 Pay your electricity bills conveniently by any of the following options (किसी भी निम्नलिखित विकल्पों से आसानी से बिजली का बिल चुकाएं)

Group Head	Payment Details	Check for	Net Banking	RTGS/NEFT	Timings
Counters	BSES, Nearest Cash Counters, Branch Offices, Other Locations	✓	✓	✓	24x7
ATM/Kiosk	Kiosks at BPPS, Branches, Offices & other locations	✓	✓	✓	24x7
Dropbox	BPPS, Nearest Drop Boxes at specified locations, Telephone Solutions	✓	✓	✓	24x7
Online Payments	Website (www.bses.com)	✓	✓	✓	24x7
	ITZ cash card / Digipay/ru wallet	✓	✓	✓	24x7
	Payment	✓	✓	✓	24x7
	Money on Notice	✓	✓	✓	24x7
Charges by mail	Charge bill through post to BPPS, Corporate Customer Care Office	✓	✓	✓	24x7
RTGS/NEFT	Joint BSES & BSNL Bank	✓	✓	✓	24x7
DB Bank	All Branches in Delhi	✓	✓	✓	24x7

- Details of connection and consumer particulars**
Find your account related details i.e. Name, Address, Mobile Number, E Mail Id, Division Name, Bill Month, Meter Number, MDI, Sanctioned Load, Bill basis, Bill Month, Tariff Category etc. in this section
- Meter Details**
Details of Meter i.e. Meter No., Previous Reading & Current Reading details, Unit Consumed, No. of billed days.
- Bill calculation**
This section covers in last your bill amount calculation for the current month. Find the billing details i.e. Fixed charge, slab wise reading, Energy Charges, Surcharge, Rebate/ Subsidy, Net Amount Payable
- Payable Bill Amount**
Find the total Amount to be Paid with due date
- Security Deposit**
Amount of Security deposit with BSES Yamuna Power Ltd. and details of Interest on Security Deposit, 6 % for Interest on Security deposit for last FY
- Last Payment details**
Find your last payment details
- Important message**
- Category wise existing tariff structure**
- Details of Last Six Bills**
- Consumer Grievance Redressal Mechanism**
- Multiple Payment options**
Contact details of Business Manager, Commercial Officer, Customer Care Centers , 24X7 Help line number & Address of nearest Customer care & payment centre
- Contact details**
Contact details of Business Manager, Commercial Officer, Customer Care Centers , 24X7 Help line number & Address of nearest Customer care & payment centre

8 Bill History (बिल का इतिहास)

9 Paying your electricity bill (बिल का भुगतान)

10 Contact details (संपर्क जानकारी)

11 Pay your electricity bills conveniently by any of the following options (किसी भी निम्नलिखित विकल्पों से आसानी से बिजली का बिल चुकाएं)

Other bill related information

Provisional Bill :

Provisional bill is raised when, due to any reasons, the actual reading is not available. In case the reading is not downloaded during a billing cycle, the provisional bill will be generated based on the consumption during the corresponding period in the previous year when readings were taken. If consumption during the corresponding period is not available then the average consumption of preceding three billing cycles or lesser period when readings were taken will be considered for provisional billing. However, Current Demand of provisional bills is refunded automatically in next reading based bill.

Assessment Bill:

In defective / burnt meter cases an assessment bill shall be raised on the basis of actual average consumption recorded during the corresponding period in the preceding year, excluding the provisional billing. If actual consumption recorded during the corresponding period in the preceding year is either not available or partially available, the actual average consumption of past 6 (six) billing cycles immediately preceding the date of meter being detected or reported defective, excluding the provisional billing, shall be used for billing purpose.

Slab Units Calculation with example

The calculation of slab is calculated on the basis of actual number of days in the bill month.

For example if the billing period is 31 days and covers 26 days of June and 05 days of July respectively with total consumption of 448 units, please find the slab wise calculation for reference:

Calculation of First Slab:

Calculation for units of June:

$200 \text{ (First slab units)} / 30 \text{ (No. of days in June)} \times 26 \text{ (No. of days billed for June)} = 173.33$
(units entitled for first slab)

Calculation for units of July:

$200 \text{ (First slab units)} / 31 \text{ (No. of days in July)} \times 05 \text{ (No. of days billed for July)} = 32.25$
(units entitled for first slab)

Total units entitled for First Slab = 205.58 Units (Round off 206 Units)

Calculation of Second Slab:

Calculation for units of June:

$200 \text{ (Second slab units)} / 30 \text{ (No. of days in June)} \times 26 \text{ (No. of days billed for June)} = 173.33$ (units entitled for Second slab)

Calculation for units of July:

$200 \text{ (Second slab units)} / 31 \text{ (No. of days in July)} \times 05 \text{ (No. of days billed for July)} = 32.25$
(units entitled for first slab)

Total units entitled for Second Slab = 205.58 Units (Round off 205 Units)

Calculation of Third Slab:

$448 \text{ (Total units consumed)} - ((206 \text{ (First Slab Units)} + 205 \text{ (Second Slab Units)}) = 37 \text{ Units}$

ELECTRICITY CHARGES

S No.	CATEGORY	FIXED CHARGES	ENERGY CHARGES				
1	DOMESTIC						
1.1	INDIVIDUAL CONNECTIONS		0-200 Units	201-400 Units	401-800 Units	801-1200 Units	>1200 Units
A	Upto 2 kW	20 Rs./kW/ Month	3.00 Rs./kWh	4.50 Rs./kWh	6.50 Rs./kWh	7.00 Rs./kWh	8.00 Rs./kWh
B	> 2 kW and ≤ 5 kW	50 Rs./kW/ Month					
C	> 5 kW and ≤ 15 kW	100 Rs./kW/ Month					
D	> 15 kW and ≤ 25 kW	200 Rs./kW/ Month					
E	> 25 kW	250 Rs./kW/ Month					
1.2	Single Point Delivery Supply at 11 kV for GhS	150 Rs./kW/ Month	4.50 Rs./kWh				
2	NON- DOMESTIC						
2.1	Upto 3 kVA	250 Rs./kVA/ Month	6.00 Rs./ kVAh				
2.2	Above 3 kVA	250 Rs./kVA/ Month	8.50 Rs./ kVAh				
3	INDUSTRIAL	250 Rs./kVA/ Month	7.75 Rs./kVAh				
4	AGRICULTURE	125 Rs./kW/ Month	1.50 Rs./kWh				
5	MUSHROOM CULTIVATION	200 Rs./kW/ Month	3.50 Rs./kWh				
6	PUBLIC UTILITIES	250 Rs./kVA/ Month	6.25 Rs./kVAh				
7	DELHI INTERNATIONAL AIRPORT LTD. (DIAL)	250 Rs./kVA/ Month	7.75 Rs./kVAh				
8	ADVERTISEMENTS AND HOARDINGS	250 Rs./kVA/ Month	8.50 Rs./kVAh				
9	TEMPORARY SUPPLY						
9.1	Domestic Connections including Group housing Societies	Same rate as that of relevant category	Same as that of relevant category without any temporary surcharge				
9.2	For threshers during the threshing season	Electricity Tax of MCD: Rs. 270 per connection per month	Flat rate of Rs. 5,400 per month				
9.3	All other connections including construction Projects	Same rate as that of relevant category	1.30 times of the relevant category of tariff				
10	CHARGING STATIONS FOR E- RICKSHAW / E- VEHICLE ON SINGLE POINT DELIVERY						
10.1	Supply at LT	---	4.50 Rs./ kWh				
10.2	Supply at HT	---	4.00 Rs./ kVAh				

Schedule of Time of Day (ToD) Tariff-Other than domestic consumers

Month	Peak hours	Surcharge on Energy Charges	Off-Peak hours	Rebate on Energy Charges
May- September	02:00 PM - 05:00 PM & 10:00 PM - 01:00 AM	20%	04:00 AM 10:00 AM	20%

ToD Tariff shall be applicable on all consumers (other than Domestic) whose sanctioned Load/MDI (whichever is higher) is 10 kW/11kVA and above

DERC Time frame For Various Services

S No.	Commercial / Metering Quires/ Requests	DERC Timeline (Working Days)
1	New Connection Demand Note generation after application received	4
2	New Connection – Energisation after payment of Demand Note (electrified)	
i)	In Case road cutting permission is not required	1
ii)	In Case road cutting permission is required	9
3	Load Enhancement – Energisation after payment	1
4	Load reduction of sanction load (effective from next billing cycle)	10
5	Category change (effective from next billing cycle)	7
6	Shifting of meter (after payment)	7
7	Shifting of LT service line (after payment)	30
8	Shifting of HT service line (after payment)	45
9	Testing of meter after payment	15
10	Replacement of burnt meter	3
11	Final Bill (disconnection request)	5
12	Reconnection after payment (normal / dormant)	24 Hrs.
13	Replacement of faulty meter (after declaring meter defective)	15
14	Billing Complaints	7
15	Error in Billed amount	Only one bill in a Financial Year
16	Name Change	2 Billing Cycle

For further details kindly refer DERC website

GO CASHLESS!

Pay your electricity bill Online & through Mobile App

Its convenience at your fingertips



ONLINE PAYMENT MODES



OTHER PAYMENT OPTIONS

- BSES COUNTERS
- BILL PAYMENT KIOSKS
- EASY BILL
- CHEQUE IN MAIL
- DROP BOXES@ RWA LOCATIONS
- BANK BRANCHES

- Credit / Debit Card payment facility available at BSES Counters
- For more details on payment options and schemes, please call 011-39999808/19122 or log-on to www.bsedelhi.com

Pay your electricity bills conveniently by any of the following options:-

Group Head	Payment Outlets	Mode of Payment					Timings
		Cash	Chq /DD	Credit / Debit / Prepaid Cash Card/wallet	ECS	Net Banking	
Counters	BYPL owned Cash Counters-Division offices	√	√	√			9AM - 3PM
	BYPL owned Cash Counters-Single locations		√	√			9AM - 3PM
ATPM Kiosk	Kiosks at BYPL divisions and selected locations	√	√	√			8AM - 8PM
Self Service Kiosk	Selected Locations		√	√			8AM - 8PM
Drop box	Intera Data Services (at select RWA's)		√	√			24 hrs
Retail Outlets (online)	Bharat Bill Payment System (BBPS)			√		√	Outlet timing
	Bharat Bill Payment System (BBPS)			√		√	24 Hrs
Online web Payments	Techprocess Solutions				√		24 Hrs
	Bill Desk			√		√	24 Hrs
	Paytm			√		√	24 Hrs
	ITZ cash card / Oxigen-thru web site			√			24 Hrs
	Any other Wallets			√			
BSES App	Mobile App directly linked with Bill Desk			√		√	24 Hrs
Cheque by mail	Cheque sent through post to BYPL- Office		√				24 Hrs
RTGS / NEFT	RTGS/NEFT Axis Bank						√
Bank Branches	All branches of Punjab National Bank	√					Bank timing

Payment related Important Instructions

- Cash payment can be made only upto Rs.4000/- for Electricity bill. All payments above Rs.4000/- are to be made through cheque or Demand Draft (Pay Order) or Electronic modes like online banking / Credit or Debit Cards or E wallets through-viz. Paytm, MobiKwik etc.
- Bill payment upto Rs. 50,000/- can be paid in cash at Bank branches of Punjab National Bank
- While writing a cheque/ DD in favour of BSES Yamuna Power Limited for Bill payment / New Connection, always quote your 9 digit CA number – "BYPL CA No.123456789" please avoid only writing "BYPL" on the cheque.
- In case your cheque is returned unpaid / dishonored by bank, cheque return charges (presently Rs. 200/- + GST) will be imposed and action will be taken under section 138 of the Negotiable Instruments Act 1881.
- If a payment by the consumer through cheque gets dishonoured for the second time in a consecutive period of twelve months, the payment for next six billing cycles, shall be received only by Demand Draft or electronic mode.
- You must make the payment through Credit/Debit card at least three working days before the due date to avoid the late payment surcharge in your subsequent bill.
- On-line payment through Credit / Debit Cards involves processing charges(0.85% + GST, as applicable) on the bill amount by the merchant banker and will be debited to your card / account, in case the bill amount is more than Rs. 5000/-.
- BSES customers are permitted to make 4 transactions per card per month.



Fill Your Cheque Carefully

Sample of correctly filled out cheque

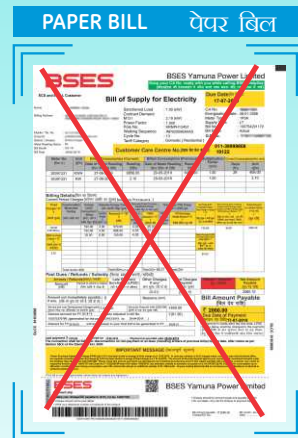


As per DERC regulations 2017, if a cheque payment made by the consumer gets dishonoured for the second time in a consecutive period of twelve months, the payment for next six billing cycles, shall be received only by Demand Draft or through electronic mode. So fill your cheque carefully.

NOW PAY YOUR ELECTRICITY BILL WITHOUT PAPER BILL !!

BYPL consumers can now make the payment at the division cash counters without paper bill.

Just share your CA number with cashier and your payment will be processed.



Beware of Imposters! Important Information

Please ascertain and verify the identity of persons visiting your premises, claiming to be from BSES. 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.

- **Consumer can verify the identity of the BYPL representative through BSES Mobile App by entering the Employee code or call at our Help line 011-39999808 for the same.**
- **BYPL representatives visiting your residence are not authorized to accept cash.**
- All Enforcement, fines, penalties and other commercial payments are to be made only through designated BYPL offices.
- If in doubt or in case you notice anything suspicious, please immediately alert the BYPL Vigilance Team on 8010930719 or dial 100 and inform the local Police.

In case of complete demolition and reconstruction of the premises or the building, the existing connection must be surrendered after clearing the dues and, temporary connection must be applied as per DERC regulations 2017. In case of non compliance a case of unauthorized Use of Electricity (UUE) can be booked.

- The request for transfer of connection shall not be accepted unless all recoverable dues in respect of the concerned connection are fully paid.
- In case of transfer of connection, the security deposit in the name of preceding consumer shall stand transferred in the name of new applicant changeto.
- The service line cum development charges shall neither be charged nor be refunded in case of load reduction.
- Provided that if service line is actually changed in case of enhancement of load, the differential Service Line cum Development Charges shall be payable by the consumer based on the prevailing rates for electrified areas or un-electrified areas.
- Complaints regarding stolen meter shall be entertained by the Licensee only if the same is accompanied by a copy of the First Information Report (FIR) or the acknowledgement of the complaint lodged by the consumer with police and in such cases, the Licensee shall also conduct an inquiry thereto.
- **In case, consumer desires his supply to be disconnected, he shall apply at least 5 (five) days in advance**
- The developer/applicant applying for LT service connection for any premises or for re-constructed premises shall provide the space for installation of distribution transformers in the following cases:
 - Total cumulative demand of all the floors in the plot/building for LT service connection exceeds 100 kW/108 kVA; or
 - Total cumulative built up area of the premises in the plot/building exceeds 1000 sqm; or
 - Plot of size above 300 sqm or above.



Complaint Registration For "No Power" Made Easy - "No More Call Waiting"

Procedure for registering a no power supply complaint on IVRS

Step 1 – Dial 399 99808/19122

Step 2 – Select Language (Hindi/English)

Step 3 – Press 1 for Power Supply Complaints.

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

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

Procedure for requesting a duplicate bill on IVRS

Step 1 – Dial 399 99808/19122

Step 2 – Select Language (Hindi/English)

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.

SMS Service No. 5-61-61-08

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

BYPL PRESENTS VIRTUAL CUSTOMER HELP DESK AVAIL OUR FACILITIES FROM THE COMFORT OF YOUR HOME



Get the resolution of your queries/complaints through Virtual Customer Help Desk.

Now the consumers can directly contact the Customer Care Executive through Video call without visiting the division offices.

You can connect to Customer Help Desk virtually through Mobile/Laptop/Desktop.

You can book the appointments through following modes:

- BSES website : www.bsedelhi.com – Click on "CHD – Virtual Call Center"
- Mobile App "BYPL Connect" (Available on play store & App store) –
 - Guest User - Click on CHD Virtual Call Center

ii) My Account Section - Click on e-service and then select CHD Virtual Call Center

- BYPL WhatsApp No.8745999808 - Save the number in your contact list, type "Hi" and then type "10" to book the virtual appointment.
- Chatbot @ BYPL Website & Mobile App "BYPL Connect"
- Toll free Number 19122

Steps for the appointment:

Book the appointment -> Will get the acknowledgement through SMS/WhatsApp -> Will get the SMS/WhatsApp along with the meeting link -> Click on the meeting link mentioned on the SMS/WhatsApp at the time of scheduled appointment

CONSUMER GRIEVANCE REDRESSAL MECHANISM



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 viz. 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 19122 (Call Centre)
- Customer Care Centres (Mon – Fri 09:30 AM to 05:30 PM & Sat - 09:30 AM to 01:00 PM)
- Online, through Complaint section on BSES Website i.e. www.bsedelhi.com or e-mail at bypl.customercare@relianceada.com or Mobile App i.e. BYPL Connect.
- 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, please contact the following 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 to:

- 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 / complaint 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 Address: Forum (CGRF), Sub-Station Building, Adj. to BYPL Head Office, Near Karkardooma Court, Karkardooma, Delhi - 110032, Tel: 8010939760, Email: cgrfbypl@hotmail.com, Website: www.cgrfbypl.com

Please Note: CGRF shall not entertain a complaint if it pertains to the subject matter for which proceedings are pending before any court. Further, CGRF does not have jurisdiction to adjudicate on matters related to assessment in relation to unauthorized use of electricity, Appeal against the assessment, Theft of Electricity, Compounding of offences, Notice of accidents and inquiries etc. u/s 126,127,135 to 140,143,152 & 161 of Electricity Act, 2003.

TIER – III (Appellate Forum – Electricity Ombudsman u/s 42 of Electricity Act, 2003)

If not satisfied with CGRF order, an appeal against CGRF order may be filed with the “Electricity Ombudsman” at below address:

B-53, Pashchimi Marg, Opp. Tagore International School, Vasant Vihar, New Delhi - 110057. Tel: 011-26144979, Email: elect_ombudsman@yahoo.com

Please Note:

- In matters related to Unauthorized Use of Electricity (UUE) u/s 126 of Electricity Act (EA), 2003, Customer may make an appeal u/s 127 of EA, 2003 before the Additional District Magistrate of the district being the Appellate Authority.
- The jurisdiction to deal matters related to theft of Electricity lies with Special Courts.

IMPORTANT INFORMATION

- The consumer may approach the Commission under Section 142 of the Electricity Act, 2003 for non-compliance by the distribution licensee of the procedure specified in Delhi Electricity Supply Code and Performance Standards Regulations, 2007 as amended from time to time for the cases booked under Section 126 related to Unauthorized Use of Electricity and Section 135 related to Theft of Electricity of the Electricity Act, 2003.
- In case of replacement of meter at the consumer's premises, the Licensee shall give one week notice to the consumer. The meter shall be replaced in the presence of the consumer or his/her authorized representative and the designated official of the Licensee shall show his identity card to the consumer before replacement of the meter.
- In case of suspected theft, the Authorized Officer shall remove the old meter under a seizure memo and seal it in presence of the consumer or his representative. The Authorized Officer shall handover a copy of the seizure memo to the consumer or his/her representative. The Authorized Officer shall show Photo Identity Card and Visiting Card shall be handed over to the consumer.

DIGITAL TRANSFORMATION

"BYPL CONNECT"- NEW MOBILE APP FOR BYPL CONSUMERS IN HINDI AND ENGLISH LANGUAGE

NO CURRENT COMPLAINT

- Register Complaints:
- No Supply
- Streetlight
- Emergency (Fire & Shock)
- Display/ Intimation of shutdown/ breakdown in the area along with expected restoration time

BILL PAYMENT FACILITY

- Bill payment facility through QR code & CA number

REPRESENTATIVE CHECK

- Verify the credentials of BYPL representative visiting consumer premises

BYPL TRAINED ELECTRICIANS LIST

- Download and view list of Electricians trained by BYPL

MY ACCOUNT

- View and download electricity bill of last 12 months
- Bill consumption and payment history of last 12 months
- View of Main Account & Sub accounts (if added) details- Name, CA No., Bill Amount Payable, Bill Month, Due date on a single window platform
- Registration of complaints related to No Current, Billing & Metering.
- Graphical representation of consumption details

SEVA KENDRA

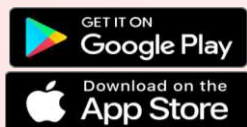
- Register for:
 1. New Connection
 2. Load Change
 3. Category Change
 4. Name Change
 5. Address Correction
- Check New Connection request status

Benefits to Consumers

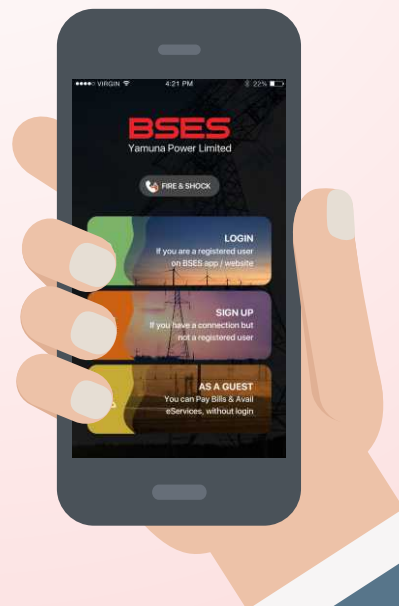
- Easy and Convenient to use
- View & pay your electricity bill on the go
- Instant registration of Requests/Complaints
- One Stop Solution

Download BSES Mobi App now

"Power in your pocket"



www.bsesdelhi.com



BYPL Launches "Chatbot" on BSES Website platform

The chatbot service is available for BYPL consumers on BSES web site, BYPL Mobile App "BYPL Connect" and Face book platform. Following services are available through chatbot.

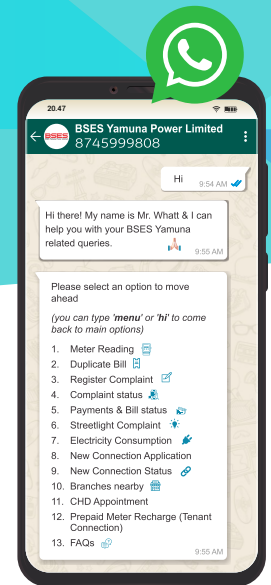
1. Self Meter Reading
2. Duplicate bill
3. No Supply complaint Registration
4. No Supply Complaint Status
5. Payment of Electricity bill
6. Electricity Consumption
7. New Connection Status
8. Near By BYPL offices
9. Appointment for Virtual Customer Help Desk
10. FAQs

BYPL Services on WhatsApp

Enjoy BYPL services through WhatsApp from the comfort of your home/office. Just send us a "Hi" on +91 8745999808 from your registered mobile number and avail BYPL services on WhatsApp.

You can avail the following services through WhatsApp:

1. **Self Meter Reading**
 - Net Amount payable
2. **Duplicate Bill**
 - Due date
 - Bill Month
 - Payment link
3. **Register Complaint (Can register complaint of the followings)**
 - No Current
 - Voltage Function
 - Fire in the House
 - Current on Pole
 - Meter Totally Burnt
4. **Complaint status**
5. **Payments & Bill status (The following information will be provided)**
6. **Streetlight Complaint**
7. **Electricity Consumption**
 - Your total electricity consumption
8. **New Connection Application**
9. **New Connection Status**
10. **Branches nearby**
11. **CHD Appointment**
12. **Prepaid Meter Recharge (Tenant Connection)**
13. **FAQs**



Kindly register your WhatsApp number with us for getting your monthly electricity bill and updates related to your connection on WhatsApp*. Please visit our website (www.bsesdelhi.com), Mobile App (BYPL Connect) or call our Help Line Number 19122 to have your Whatsapp number updated with us.



BSES Yamuna Power Limited

Keep your CA No. ready with you while calling BSES Helpline (provide all details - who and how you are using electricity)

EBILL Customer		Bill of Supply for Electricity		Due Date (in Hindi): 18-06-2018	
Name	Rajesh Kumar	Sanctioned Load	: 2.00 (KW)	CA No.	: xxxxxx789
Billing Address	SD 54 C. 1 COL. 28 SF BK BLOCK LAXMI NAGAR DELHI 110002	Contract Demand	: 2.80 (KW)	Energisation Date	: 29-05-2015
		M D I	: 1.000	Meter Type	: I-PSK
		Power Factor	: 1.000	Supply Type	: LT
		Pole No.	: LNRPA79351	Bill No.	: 102102814143
		Walking Sequence	: JNKD40314ADAA	Bill Basis	: Actual
		Cycle No.	: 14		
		Tariff Category	: Domestic (Residential)		

Is your correct email id updated against your CA No.?

If not, then visit nearest division office along with the photocopy of your registered address proof or type <EBILL> space < Your 9 digit CA number> space <E-Mail ID> and send it to 5616108 from your registered mobile number and update your email ID

WHY GO PAPERLESS? 5 GOOD REASONS

- Save Paper, Save Environment
- View bill, anywhere, anytime
- Never miss the payment date
- Avoid late payment surcharge
- Pay online – Easy, fast, secure & accurate



GO GREEN – SAVE TREES SWITCH TO E BILLS

Do You Know

4800 trees can be saved from being cut every month if all 17 lakh BYPL consumers switch to e-bill.

BSES

BSES Yamuna Power Limited

POWER THEFT

is a Social Menace!

It's price is paid by honest consumers



If you come across any power theft, listen to your conscience and report it!

You can shoot the video / photograph and WhatsApp it to BYPL along with the details of the premises on: **85888 92156**

Your identity will be kept confidential.

How to capture power theft? (The footage should capture the proof of power theft)

- Take Video/photo of illegal cable/ wires from BSES pole/lines going to the premises.
- Capture the address (landmark / BSES pole number) of the premises indulging in power theft.



BSES Yamuna Power Limited

Keep your CA No. ready with you while calling BSES Helpline (provide all details - who and how you are using electricity)

EBILL Customer		Bill of Supply for Electricity		Due Date (in Hindi): 18-06-2018	
Name	Rajesh Kumar	Sanctioned Load	: 2.00 (KW)	CA No.	: xxxxxx789
Billing Address	SD 54 C. 1 COL. 28 SF BK BLOCK LAXMI NAGAR DELHI 110002	Contract Demand	: 2.80 (KW)	Energisation Date	: 29-05-2015
		M D I	: 1.000	Meter Type	: I-PSK
		Power Factor	: 1.000	Supply Type	: LT
		Pole No.	: LNRPA79351	Bill No.	: 102102814143
		Walking Sequence	: JNKD40314ADAA	Bill Basis	: Actual
		Cycle No.	: 14		
		Tariff Category	: Domestic (Residential)		

Is your correct mobile number updated against your CA number and is it registered for SMS alerts?

If not, then visit nearest division office along with the copy of registered address proof and update your contact number.

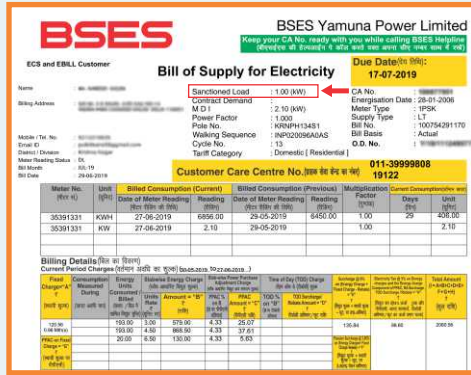
BENEFITS OF MOBILE NUMBER REGISTRATION

1. Receive SMS for current bill amount and payment due date along with a link for view, download and payment of electricity bill
2. Receive online payment acknowledgment for SMS.
3. Payment reminder alerts through SMS.
4. Area power outage alerts through SMS along with expected restoration time*

*This service is available in limited areas due to technical reasons.



IMPORTANT INFORMATION ON MDI



- MDI is the maximum demand load recorded by the electricity meter in a particular billing period for a continuous period of 30 minutes.
- Licensee can change the sanctioned load on the basis of average of highest Maximum Demand readings recorded as per billing cycle covering any four consecutive calendar months in the preceding financial year i.e. from 1st April to 31st March, rounded off to the lower integer.

- According to the existing DERC regulations, for domestic category consumers, the Discom will seek consent of the consumer for load reduction in case where the sanction load is more than 5 kW and the load shall be reduced automatically in case where the sanctioned load is upto 5 kW if no communication is received from consumers to retain the sanction load.
- In case of upward revision of sanctioned load or contract demand of consumer, the consumer shall be liable to pay the additional security deposit corresponding to additional load at prevailing rates of security deposit on the date of enhancement.
- The upward or downward revision of sanctioned load or contract demand as the case may be, shall be done once in a financial year and shall be made effective from 1st July of that financial year.

Pole Shifting

STEPS FOR SHIFTING OF POLE :

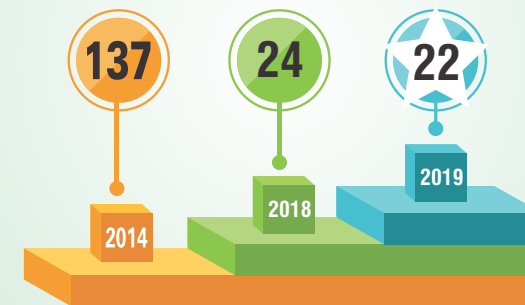
- Customers has to approach the respective O&M or Business office.
- Submit Pole Shifting request with following documents:
 - Pole Shifting Application
 - Photo ID Proof
 - Copy of Last Paid electricity Bill
 - Drawing with location and direction of shifting
 - Name of Neighbour
 - Address of Neighbour
 - NOC from Neighbour
 - Pole Photograph
- After verification of submitted documents, O&M dept. will check for the technical feasibility.
- If it is technically feasible, BYPL will prepare the estimation of cost and customer. will get demand note of charges for pole shifting
- After paying the charges, O&M dept. will shift the Pole.
- In case where pole was not shifted due to any reason, deposited amount will be refunded to customer.

Entering the CA number during online mutation (E Name Change) will automatically lead to the name change in Discom records



Visit your nearest E-Sub Registrar or log-on to www.revenue.delhi.gov.in

Ease of Getting Electricity: India now ranks in the top 25 in the world



'Ease of Getting Electricity' rank leaps by 115 places

LENDING A HELPING HAND

Being front-line warriors, BSES Yamuna Power Limited (BYPL) is playing an important role in Delhi's fight against Coronavirus. In these unprecedented times, BYPL reached out to help the community in different ways - be it supplying dry rations, hygiene kits to families, or ambulances, masks, gloves, oximeters, sanitizers to Government hospitals or scholarships and e-learning devices to distressed students.

Under the BYPL CSR initiative - SASHAKT, BYPL CEO provided over 300 Lenovo M10 tablets to Sh. Manish Sisodia, Hon'ble Dy Chief Minister of Delhi in December 2020. These tablets were, in turn, handed over by the Hon'ble Dy Chief Minister to a group of Delhi government school students belonging to the weaker sections of society so that they can continue with their online classes in tough Covid times.



Under BYPL CSR Suraksha initiative, BYPL handed over keys of three fully equipped ambulances to GTB, GB Pant and Lal Bahadur Shastri hospitals. The keys to the ambulances were handed over in the presence of Delhi's Hon'ble Power and Health Minister Sh. Satyendar Jain by BYPL CEO in an event organised at Delhi Secretariat.

Under BYPL CSR initiative Suraksha, Covid 19 Relief material which included over 2 lakh gloves, 1.5 lakh three-ply masks and 200 oximeters was handed over to EDMC officials - Additional Commissioner & Director Health, Dr Mukesh, District Commissioner Shahdara, Sh. R Kumar and Sh. A Neduhezhiyan - Dy Commissioner Shahdara South Zone by BYPL CEO in the presence of BYPL officials.



BYPL, under its Suraksha initiative has installed 100 hands-free sanitizer vending-cum-temperature sensor machines for Mohalla Clinics, Police Stations, select polyclinics, PLA building and other places frequented by the public to encourage safe hygiene practices.

Supplementing the Government efforts, BSES Yamuna Power Limited (BYPL) is doing its bit in the fight against Covid-19. In April 2020, dry food rations (like rice, pulses, atta, cooking oil etc.), masks, sanitisers and soaps were provided at the door-steps of over 3000 residents of various JJ clusters in BYPL distribution area.



From September-December 2020, BYPL CSR team together with NGO partners distributed over 6850 hygiene kits with over 27400 soaps and 27400 masks to people in East and Central Delhi.

BYPL SASHAKT 2020 scholarship has provided relief to 135 students in final year of graduation facing financial hardship due to the pandemic to confidently pursue their degree. This scholarship is in continuation of BYPL's commitment to promoting Education under their CSR initiative - SASHAKT.



BYPL distributed aids/appliances to 134 people with disability under the company's Sashakt-PWD program. The initiative which ended in March 2021 saw motorised tricycles, smart phones for visually impaired, crutches, MSIED (Multi Sensory Inclusive Educational Development) kits for children with learning disability, hearing aids, daisy players for the visually impaired, wheel chairs and smart canes being distributed.

During the second wave of Corona in April 2021, there was a critical and immediate need for oxygen in hospitals and COVID Care Centres especially in Delhi. BYPL CSR rose to the occasion and supplied 250 oxygen concentrators to Delhi Government facilities - 150 to Oxygen Concentrator bank and 50 each to Burari Hospital and Covid Centre, Ambedkar College.



Social Engagement Programs

Name of the Program : Pragati

Through Pragati BYPL promotes its online services at the doorstep of high profile consumers.

In order to ensure visibility amongst high profile people / opinion makers to promote various digital modes through which they can avail BYPL services, Customer Care Officer along with O&M officials place a canopy at the entrance or within the gated societies after taking due permission from the authorities. BYPL team guides walk in customers on various services like



- o Online services
- o Cashless / online payment, Wallet.
- o Features of BSES Mobile App.
- o Benefits of SMS alerts and Ebills.
- o Energy conservation tips.
- o Loyalty program for regular paying consumers

Pragati is conducted in divisions having low loss level on any Saturday of the month. Duration of the program is 02:30 Hrs (10 AM to 12:30 PM). Relevant standees are displayed alongside the Pragati booth. RWAs are informed in advance to ensure maximum foot fall. Leaflets about various BYPL initiatives are given to the visitors.

A digital feedback of the visitors is taken during the program.

Name of the Program: Nukkad Natak

Nukkad Natak is organized in high loss / theft prone areas to educate the general public about ill effects of power theft, sensitize public about energy conservation and safety procedures for usage of electricity. In Nukkad Natak a group of well trained artists perform a play on the streets on a given theme. As plays are generally very entertaining, it attracts passerby and people staying in vicinity. Once attention of locals is drawn, actors create awareness about the theme selected for the specific play. Some important themes incorporated in the Nukkad Natak:

- How to reduce energy bills. Reward scheme for regular paying customers
- Need to persuade customers against power theft because it affects honest customers indirectly and impacts quality of power supply, despite being a socially undesirable activity
- Need to create awareness about safe procedures to use electricity.

Nukkad Natak is an effective medium to sensitize public about various socially important issues.



Name of the Program: Campaign Against Theft (Parivartan)

This program is to promote school participation in our drive for conservation of electricity, save environment, ills of electricity theft and electrical safety tips. The program focuses on energy conservation theme with an aim to optimize and reinforce the behavioral energy saving opportunities among school children. Educating children about these themes gives students a greater understanding about such issues and enable them to share this knowledge and learning with their parents and friends. Such event are organized in schools situated near high loss areas.



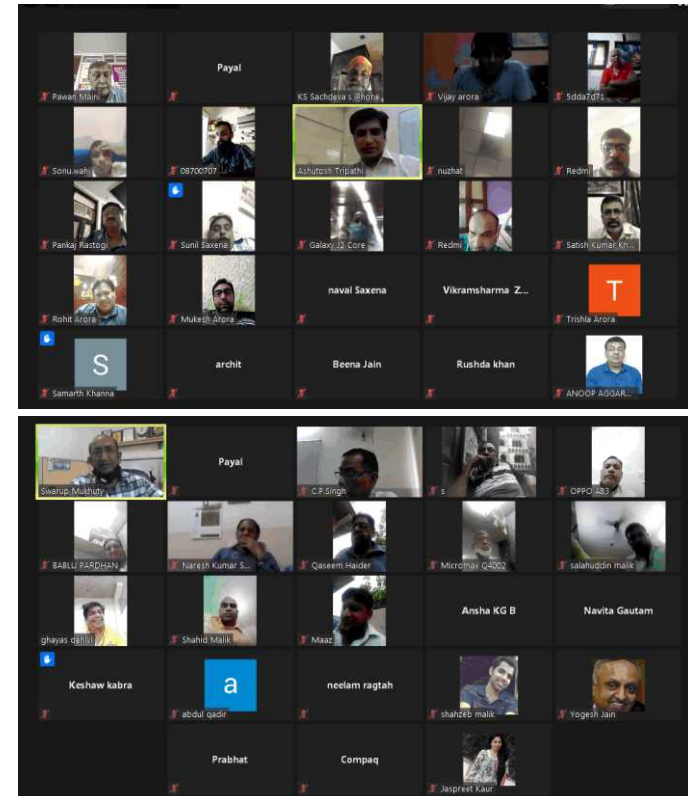
Virtual RWA Meet - Vartalaap

'Vartalaap' is a virtual RWA Meet through which information regarding the digital services and new initiatives taken by BYPL are shared with its RWAs/ Utkrishi Sebhagis/Consumers via web conferencing.

The objective of this program is to spread the information about related to the commitment of BYPL for service excellence even during the time of social distancing owing to COVID-19 outbreak and thus enhance customer trust.

In this program, the consumers and the RWAs have an opportunity to discuss their queries, suggestions and feedback directly with their respective division Business Managers through web conferencing.

Information on services that can be availed through BSES MobiApp and BSES Website, CHD appointment system, Digital payment modes, Options for updation of WhatsApp No. and Email ID, BYPL WhatsApp services, New connection/load change/name change/category change appointment process, AC replacement scheme, Support required from RWAs/consumers, Street light service providers etc. is shared with the consumers through this initiative.



Are you a Registered RWA and are your details updated with BYPL ?

If you are a registered RWA and your details are not updated with BYPL, then kindly visit the concerned division office or e-mail at bypl.customer@relianceada.com and provide the requisite details for registration and update the details in our records.



Benefits of Association:

- The registered RWA members are made group members of the division level WhatsApp group in which information/suggestions/ issues related to BYPL are shared regularly. Thus you will stay informed about the activities taking place in BYPL and in turn can share it with the residents of the area/ society.
- Invitation for meetings organised by BYPL will be sent, where issues being faced by the RWAs are shared with the senior official of BYPL. This also provides an opportunity to exchange views and ideas further betterment of services.

We, at BYPL strongly believe that regular interactions/ feedback from our consumers is vital for the organisation for further improvement of the services.

Professional Customer Service Team:

Our primary motive is to provide quality services to our esteemed customers. A trained manpower helps in delivering quality services. Therefore we give due focus on the trainings of the manpower. Functional and behavioral training sessions are organised for our customer service team members at regular intervals.



A new Dress Code has been introduced for the customer service executives deployed at all the Customer touch points. Dress code at workplace ensures professional attitude and seriousness towards the work.



Vigilance Helpline

TO CURB CORRUPTION



If somebody asks for bribe for electricity related work

Call at Vigilance number 8010930719* or
mail: bypl.vigilance@relianceada.com

If in doubt or you notice anything suspicious, please immediately alert the BYPL Vigilance Team on 8010930719 *

*Between 09:00 AM to 05:30 PM (Mon - Fri)

Information on 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.

PRO- GREEN DISCOM

MICRO GRID APPLICATION

With an aim to increase the penetration of renewable energy sources and help our esteemed customers in reducing electricity bills, BYPL is pleased to share installation of micro grid applications as part of its Green Division Initiative. A first of its kind in India, these applications can help replace diesel generators which are prominent cause of pollution in Delhi. This project would act as a showcase for our customers to adopt and help in preserving environment through reduction in carbon foot print.



These systems have been installed at four of BYPL offices and involve Lithium – ion based Smart Energy Storage Systems which are fed by Solar Rooftop Systems. The energy generated through the solar rooftop systems is used internally for serving office load and to charge Li-Ion based battery. Surplus energy is fed to the grid and will help in reduction of electricity bills. Thanks to the islanding feature, the system can also provide power even when there is no grid power.

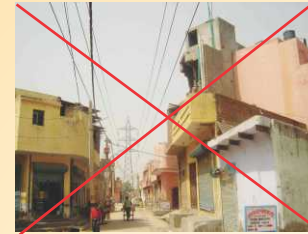
E-MOBILITY

In 2010, BYPL became the first utility in India to provide a network of 34 free charging stations for REVA cars in Delhi to promote e-mobility. Presently, we have tied up with Vehicle manufacturers, Fleet owners and E-Charger vendors for promoting E Mobility ecosystem in Delhi. We have also tied up with prestigious institutes like IIT Delhi/IIM-A, GIZ- Germany.

BYPL & GIZ Germany jointly took to study the impact of EV charging and solar on DISCOM network. As a commitment to E Mobility, we are converting our internal fleet to E Vehicle and also running various awareness programs for our consumers in Delhi. We have added two 2-cars to our fleet of vehicles and added eight e-2 wheelers for faster operations & maintenance services in our high population density distribution areas of East and Central Delhi.



SAFETY TIPS : VERTICAL & HORIZONTAL CLEARANCES OF BUILDINGS



ISSUED IN PUBLIC INTEREST.

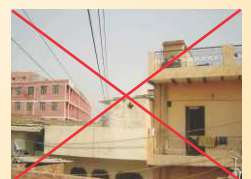
Attention building/shop owners/residents & general public

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: Violator 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



Safety Tips

- Don't try to remove trees, kites or other objects tangled in power lines.
- Stay away from power lines which are dangling / damaged / lying on ground.
- Never use electrical cords that are frayed or broken.
- Stay away from dusty or wet environment when working with electricity.
- Don't fly kites or remote control toys near power lines.
- Use the correct size, ISI certified fuse & never replace the burn-out fuse with any other material.
- Never allow your children to touch any electrical point.
- Allow only licensed Electricians to handle electrical problems.
- Always ensure that you are properly insulated from getting electrical shock.
- Educate children about 'Electrical Signs' & dangers of electric shock.
- Insulate yourself and always switch off the power from the mains in case of short circuit in a portion of premises.
- Ensure proper earthing in your premises.
- Never insert bare wires in the socket & always remove the plug from the socket when not in use.
- Avoid touching any electrical installation.
- Do not dry clothes on power lines.
- Do not touch electrical appliances with wet hands.

LET YOUR ROOF EARN ADDITIONAL INCOME FOR YOU

Adopt Rooftop solar for a brighter future



Shadow free rooftop area required per kw 100 sq. ft.

Capital cost required per kw. INR 60000 (MNRE Benchmark cost June 2018)

Capital Cost required per kw INR 40000-50000 (after MNRE subsidy @30% for residential sector only)

What are the advantages of rooftop solar connection?

Generate	Consume	Earn	Contribute
Generate your own power from solar	Consume own power and reduce electricity bill	Sell excess Power to BSES Yamuna Power Limited. (BYPL) at notified tariff	It is a green initiative, no battery is required

Incentives

- CENTRAL GOVERNMENT INCENTIVES: Avail 30% subsidy on the cost of solar system (for residential, Institutional and social sectors) from MNRE through EE&REM (State Nodal Agency) Delhi
- Delhi GOVERNMENT INCENTIVES: Avail a Generation Based incentive (GBI) of INR 2 per unit (kWh) generated during first 5 years (applicable for residential sector only)*
 - Eligibility criteria for GBI 1,100 to 1,500 kWh/kWp/year
 - Annual revenues from GBI: INR 2,200 – 3,000/ kWp/year
- OTHER INCENTIVES:
 - Home Loan Scheme-Avail loan for installing rooftop solar systems
 - Priority Sector Lending Scheme-Avail loan up to INR 10 lakhs for Installing rooftop solar systems

HOW to apply for a rooftop solar net metering connection?

- Customer to connect Mr. Aayush Bansal - 011 41247068, Mr. Ravi Kumar - 011 41249948 Email: netmetering.bypl@relianceada.com for Connection procedures and fees.
- Receive approval from BYPL for Rooftop solar capacity to be Installed.
- Contact Rooftop Solar Developer for installation.
- Intimate completion of installation to BYPL.
- Inspection and final approval by BYPL for grid interconnection.

* Validity as per GOVT. operational schemes only



Energy Conservation

Since electricity is a scarce commodity, it must be used prudently. Doing so (especially during peak hours), will not only help you conserve electricity, but also save money in the process. Here are some simple tips.



Sun Control Films

- Use Sun Control films on windows to further reduce air conditioning costs.
- Air conditioning can account for 30-50% of a company's / household's annual energy costs. Good quality reflective film can reject substantial amounts of heat, leading to energy savings in the range of 5 to 10%.

White-Roofing

- Painting the roofs white or installing

white tiles on commercial and residential roofing can cut air conditioning costs by as much as 20%.

Switch off

- Switch off all appliances when not in use. Contrary to popular belief, electronic appliances in the 'stand by mode' do not stop the usage of electricity. Your electricity meter continues to such consumption.

Refrigerators

- Make sure the refrigerator is placed away from any heat source including direct sunlight and walls.

- Allow enough space around the refrigerator for continuous airflow. If the heat cannot escape, the cooling system will have to work harder and use more energy.

Room ACs

- You can reduce energy use by as much as 40% by lining the windows and walls with plants.
- Set the AC thermostat at 25 degree C to provide the most comfort at the least cost.
- Keep the doors of the air-conditioned room closed as far as possible and clean the AC filter every month.
- Whenever possible, all family members

should watch TV or rest in one room, instead of having more than one TV or AC turned on in various rooms.

Computers

- Switch off your computer when not in use. Because even when its in the sleep mode, it is consuming electricity.
- The monitor uses more than half of the energy consumed. Turn it off, even if you have to leave the computer on.

Use star rated appliances

- Check the energy rating of electric appliances before you buy them.
- Energy efficient appliances consume two to 10 times less electricity than older, more conventional models. In India, appliances like refrigerators and ACs have efficiency rating labels ranging from 1 to 5 stars. Higher the rating, the more energy and money you save.

Lighting System

- Switch to LED lights. It is eight times more energy efficient than incandescent bulb and twice energy efficient than a CFL.
- The average life span of a LED bulb is around 50,000 hour's versus 8,000-10,000 hours for a CFL and around 1,200 hours for an incandescent bulb.
- Clean the tube lights and bulbs regularly as dirty ones can waste upto 50% of the light through absorption.

Prevent 'Earth Leakages'

- An 'earth leakage' leads to

electricity wastage and worse; it can turn a simple energy into an object of dread – giving electric shocks, which sometimes can be fatal.

- Avoid mishaps with the use of Earth Leakage Protective Device (ELCB).
- This simple yet a very 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.

Conserve energy with microwave ovens

- You can save 50% on cooking energy costs by using a microwave oven instead of a regular oven.
- Soak vegetables in hot-water before cooking them in microwave. This will reduce cooking time.
- Place larger and thicker items towards the outside edge as microwaves cook from the outer to the center of the dish.

Use a solar heater instead of an electric geyser

- A 100-litre solar water heater can save around 1500 units of electricity every year. You can recover it's initial cost in just 2-4 years.

Inverter / Generator / Geysers

- Install a Total Isolation Relay for invertors / generators / geysers to prevent your electricity meter from running during a power cut.
- Install Thermostat fitted geysers.
- Get your geyser serviced every year.

BYPL Commercial Office Contacts

Division/Circle	Address	Contact No.
Head Business-BYPL	BSES Corporate Office, Shakti Kiran Building, Karkardooma, Delhi-110032	41249468
AVP Business-South East	Sub Station Building, East Guru Angad Nagar, Near Radhu Palace, Laxmi Nagar, Delhi-110092	41249243
AVP Business-North East	Sub Station Building, GT Road, Shahdara, Adjacent to Hind Pocket Books, Delhi-110095	41249283
AVP Business-Central	Room No.106, Gandhi Market, Minto Road, Delhi-110002	41249304
Karkardooma	BSES Corporate Annexe ,CBD-III GRID,Ground Floor,Opposite Unity One Mall,Karkardooma, Delhi-110092	41247137
Divisional Chief Laxmi Nagar	Sub-Station Bldg, East Guru Angad Nagar, Near Radhu Palace, Laxmi Nagar, Delhi-110092	41249224
Laxmi Nagar	Sub-Station Bldg, East Guru Angad Nagar, Near Radhu Palace, Laxmi Nagar, Delhi-110092	41249256
Mayur Vihar	Sub Staion Building, Adjacent to Local Shopping Complex, Pocket-1, Mayur Vihar-Ph-1.	41247408
Vasundhara Enclave	BSES Office, Sub-Station Building, Near Somerville School, Vasundhara Enclave, Delhi-110096	41247426
Divisional Chief Krishna Nagar	F-15/2, Krishna Nagar, Delhi-110051	41249465
Krishna Nagar	F-15/2, Krishna Nagar, Delhi-110051	41249296
Divisional Chief Karawal Nagar	66 KV Bhagirati Grid, Near Police Station Gokul Puri, Delhi 110094	41247295
Karawal Nagar	66 kv grid sub-station building, Bhagirathi, Near Gokul Puri Police Station, Yamuna Vihar, Delhi	41247305
G T Road	Sub-station Building, GT Road, Shahdara, adjacent to Hind Pocket Books, Delhi-110095	41249272
Divisional Chief Nand Nagri	Sub Station Building No 2, MIG DDA Flats East of Loni Road, Delhi-110094	41247394
Nandnagri	C-102, Tahirpur Grid, Nand Nagri, Delhi-110094	41247946
Divisional Chief Yamuna Vihar	Sub Station Building, C-7, Yamuna Vihar, Delhi-110053	41247282
Yamuna vihar	Sub Station Building, C-7, Yamuna Vihar, Delhi-110053	41247270
Shankar Road	33 KV Sub Station Building, Shankar Road, New Delhi-110060	41249338
Patel Nagar	Patel Nagar Sub Station Building, Block-18, East Patel Nagar, Delhi-110018	41247228
Divisional Chief Darya Ganj	33 KV Grid Sub Station, Kamla Market, Delhi-110001	41247322
Darya Ganj	Kamla Market Office, Asaf Ali Marg, Delhi-110001	41249039
Divisional Chief Chandni Chowk	Chandni Chowk Sub Station Building, Near Town Hall, Chandni Chowk, Delhi-110006	41249372
Chandni Chowk	Chandni Chowk Sub Station Building, Near Town Hall, Chandni Chowk, Delhi-110006	41249316
Divisional Chief Paharganj	Paharganj Division Office Building, Aram Bagh, Near Paharganj Police Station, Delhi-110055	41249221
Paharganj	Paharganj Division Office Building, Aram Bagh, Near Paharganj Police Station, Delhi-110055	41249071

BYPL Operations & Maintenance Office Contacts

Division/Circle	Address	Contact No.
Head [O&M] BYPL	BSES Corporate Office, Shakti Kiran Building, Karkardooma, Delhi-110032	41249228
AVP [O&M] South East	Sub-Station Building, 1st Floor, East Guru Angad Nagar, Near Radhu Palace, Laxmi Nagar, Delhi-110092	41249240
AVP [O&M] North East	Sub Station Building, GT Road, Shahdara, Adjacent to Hind Pocket Books, Delhi-110095	41249328
AVP [O&M] Central	Room No 107, Gandhi Market, Minto Road, Delhi-110002	41247363
Karkardooma	Sub Station Building, B-Block, Vivek Vihar, Delhi-110091	41247628
Divisional Chief Laxmi Nagar	Sub-Station Bldg, East Guru Angad Nagar, Near Radhu Palace, Laxmi Nagar, Delhi-110092	41249224
Laxmi Nagar	Sub Station Building. No-7, I.P. Extension, Near AVP Public School, Delhi-110092	41247634
Mayur Vihar	Sub Station Building No 1, Opp. Sadar CGHS Mayur Vihar Phase-I, Delhi-110092	41247636
Vasundhara Enclave	Sub Station No 2, Vasundhara Enclave, Near Dharamshila Cancer Hospital, Delhi-110092	41247640
Divisional Chief Krishna Nagar	F-15/2, Krishna Nagar, Delhi-110051	41249465
Krishna Nagar	Sub Station Building, 18 Block, Geeta Colony In front of Sai Baba Mandir Delhi-110031	41247630
Divisional Chief Karawal Nagar	66 KV Bhagirati Grid, Near Police Station Gokul Puri, Delhi 110094	41247295
Karawal Nagar	66 KV Bhagirati Grid, Near Police Station Gokul Puri, Delhi 110094	41247309
G T Road	Sub Station Building, B-Block, Dilshad Garden Behind State Bank of India Delhi-110095	41247642
Divisional Chief Nand Nagri	Sub Station Building No 2, MIG DDA Flats East of Loni Road, Delhi-110094	41247394
Nandnagri	Sub Station Building No 2, MIG DDA Flats East of Loni Road, Delhi-110094	41247645
Divisional Chief Yamuna Vihar	Sub Station Building, C-7, Yamuna Vihar, Delhi-110053	41247282
Yamuna vihar	Sub Station Building, C-6 Yamuna Vihar Delhi-110053	41247269
Shankar Road	Sub Station Building, Flat No 88-A, Double Storey, R-Block, New Rajinder Nagar, Delhi-110060	41247873
Patel Nagar	10-B, Rajendra Place, Near Patel Auto Workshop, Patel Nagar Delhi-110008	41247244
Divisional Chief Darya Ganj	33 KV Grid Sub Station, Kamla Market, Delhi-110001	41247322
Darya Ganj	Sub Station Building, C-Block, Minto Road Housing Complex, Delhi-110002	41247329
Divisional Chief Chandni Chowk	Chandni Chowk Sub Station Building, Near Town Hall, Chandni Chowk, Delhi-110006	41249372
Chandni Chowk	Sub Station Building, Paiwalan, Dariba Kala, Chandni Chowk, Near Jama Masjid Police Station, Delhi-110006	41249544
Divisional Chief Paharganj	Paharganj Division Office Building, Aram Bagh, Near Paharganj Police Station, Delhi-110055	41249221
Paharganj	Sub Station Building, C-Block, Motia Khan Pahar Ganj, Delhi-110035	41247618

Why do you face power outages

BYPL strives to provide its 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 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 shutdowns for preventive maintenance for system improvement
- vii) Breakdowns at the distribution level due to illegal encroachments



BYPL appeals to the owners of unauthorized constructions to remove their illegal and unauthorized constructions from near the electricity mains and installations.

CONNECT WITH US ON SOCIAL MEDIA

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REGISTER YOUR COMPLAINTS @

1. **SODIUM & HALOGEN Street Lights**, Please Call BYPL Customer Care No. **011-39999808** or Toll Free No. **19122**
2. If your **LED Street Light** is in CENTRAL MCD Area, Please Call **TPDDL** Toll free No. **1800-4199-744**
3. If your **LED Street Light** is in EAST MCD Area, Please Call **EDMC** Toll free No. **1800-4196-400**



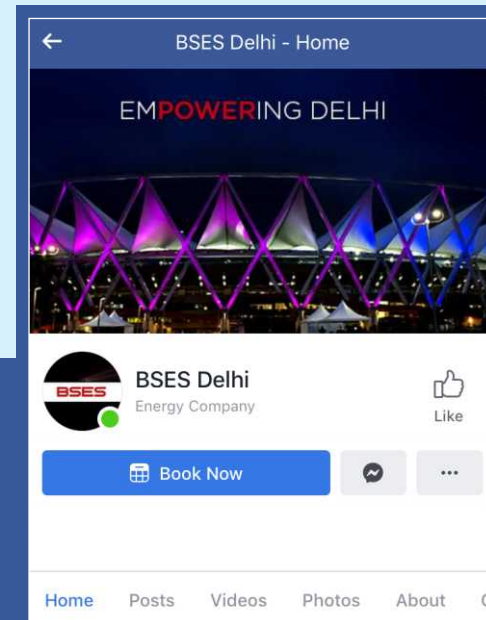
SODIUM LIGHT (YELLOW)



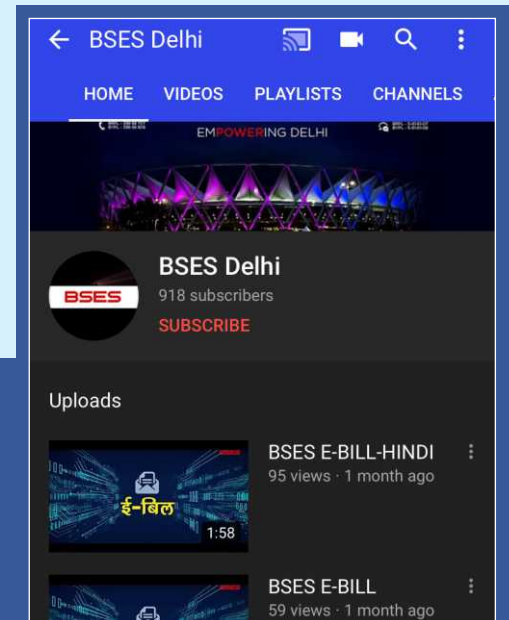
HALOGEN LIGHT (YELLOW)



LED (WHITE)



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