

# BSES

**BSES Yamuna Power Limited**

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

A joint venture with Govt. of NCT, Delhi



# INFO GUIDE



## VALUES



- ✓ Strive for **Customer Satisfaction**
- ✓ Strive for **Operational Excellence** and build **One BSES**
- ✓ Value **Integrity** and zero tolerance for breach of ethics
- ✓ Build a **Performance Oriented** and highly **Engaged Force**
- ✓ Pro-actively pursue **Safety**
- ✓ Strive to be recognized as **Exemplary Corporate Citizens**

## 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 for **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 vigor, 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 organization
- ✓ 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

# CONTENTS

---

S. N.	Titles	Page No.
1.	BSES Yamuna Power Limited – Profile	1
2.	This is how your house get powered	2-3
3.	Just Dial 19122 & Read Samvad For Latest Updates	4
4.	Availing a Service – New Connection	5-6
5.	Schedule of Charges	7-9
6.	Know Your Meter	10
7.	Earth Leakage	11
8.	Other Meter related information	12
9.	Meter Reading Process	13
10.	Maintain Power Factor by installation of Shunt Capacitor	14
11.	Eligibility Criteria for Availing Subsidy	15
12.	Know Your Bill	16-17
13.	Other bill related information	18
14.	Get Your Duplicate Electricity Bills Easily	19
15.	Electricity Charges	20
16.	DERC Time frame for Various Services	21
17.	Go Cashless	22
18.	Payment Options & Payment related Important Instructions	23
19.	Beware of Imposters & Important information	24
20.	Go Digital	25
21.	BYPL Services – Just a WhatsApp Away	26
22.	Virtual Customer Care Center	27
23.	Consumer Redressal Mechanism	28-29
24.	BSES MobiApp Features & Benefits	30
25.	Chatbot & Call Back Services	31
26.	Benefits of E-Mail and Mobile Number Registration	32
27.	Report Power Theft on Whatsapp	33
28.	Know Your MDI & Pole Shifting	34
29.	Go Digital & Get Rewards	35
30.	SparsH	36-37
31.	Customer Engagement Programs	38-40
32.	Slash Bills, Not Comfort!	41
33.	Are you a Registered RWA and updated with BYPL & Professional Customer Service Team	42
34.	Vigilance Helpline & Information on Property Dues	43
35.	EV Charging at Your Place	44
36.	Safety Alert	45
37.	Safety Tips	46
38.	Roof Top Solar Net Metering	47
39.	Energy Conservation Tips	48-49
40.	BSES DISCOMs Rated A+ by REC	50-51
41.	BYPL Commercial Office Contacts	52
42.	BYPL Operations & Maintenance Office Contacts	53
43.	Reasons for power outages & Know Your Street Light Type	54
44.	Connect With Us On Social Media	55

# BYPL SERVICES AT YOUR FINGERTIPS!!!



BYPL customers can access various services digitally from anywhere, no need to visit BYPL office. You can connect with us through following modes:

**Website** : [www.bsesdelhi.com](http://www.bsesdelhi.com)

**Mobile App** : BYPL Connect (available @ Play store & Apple store)

**WhatsApp** : Simply type "Hi" & send it to 8745999808

**E-mail** : [bypl.customercare@reliancegroupindia.com](mailto:bypl.customercare@reliancegroupindia.com)

**Toll Free Helpline No.** : 19122

**Virtual Customer Care Center (VCCC):** You can connect instantly with our Customer Care Executive via video call. You can connect with us virtually through following modes:

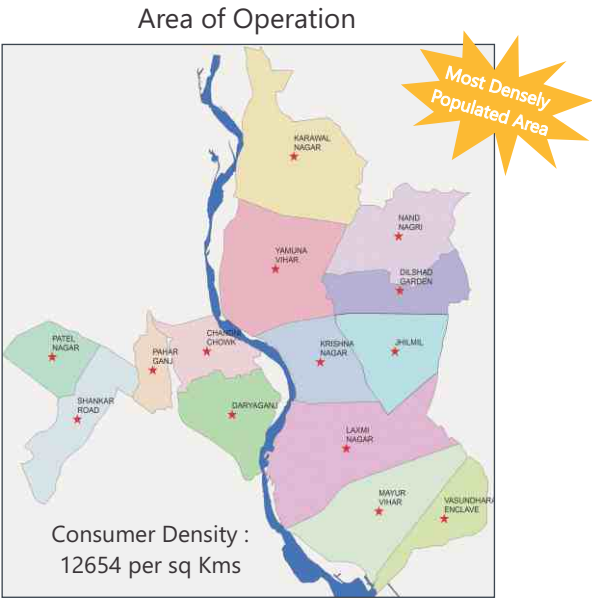
BSES Website [www.bsesdelhi.com](http://www.bsesdelhi.com) -> BSES Yamuna Power Ltd, Mobile App "BYPL Connect" and WhatsApp No. 8745999808

VCCC Services is available even on Sundays for customer convenience.

# BSES Yamuna Power Limited - Profile

We are pleased to present the 6th 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



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 144 sq kms) since 2002.

### Consumer Profile

Category	Consumer Base ( Nos)*
Domestic	15,91,366
Non-Domestic	4,28,990
Industrial	7,714
Agriculture	35
Others	9,267
<b>Total</b>	<b>20,37,372 *</b>

Division Name	AT & C Loss*
Shankar Road	3.08%
Kakardooma	3.69%
Dilshad Garden	4.11%
Patel Nagar	4.34%
Laxmi Nagar	5.02%
Karawal Nagar	5.53%
Krishna Nagar	6.34%
Pahar Ganj	6.49%
Vasundara Enclave	6.59%
Mayur Vihar	6.68%
Nandnagri	6.89%
Chandni Chowk	8.22%
Darya Ganj	8.34%
Yamuna Vihar	9.20%
<b>BYPL</b>	<b>6.02%</b>

\* AT&C Aggregate Technical & Commercial Loss

# As on 31st March 2025

\* As on 31st March 2025

# 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.

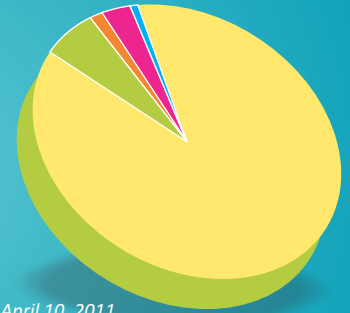
The crucial upshot: BSES brings electricity to your homes, but it is not responsible for generation(Genco) or transmission(Transco).

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

- Power Purchase cost (80%)
- Operations & Maintenance Expenses (9%-10%)
- Depreciation (3%-4%)
- Return on Capital Employed (6%-7%)
- Income Tax (0.5%-1%)



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

## HOW POWER IS GENERATED AND DISTRIBUTED

### 1 Generation:

Electric power is created from energy-rich sources like Coal (thermal energy), Wind, Water (Hydro-electric energy) and the Sun (Solar Energy). From power plants, energy is transmitted at extra high voltage via transmission lines.

POWER PLANT

### 2 Transmission:

With the help of Central Transco (IPGCL) lines, power is transmitted from the generation centres to the State Transco (DTL). DTL Sub-stations step down voltage for supply to discoms.

TRANSMISSION  
SUBSTATION  
220 kV

220 kV

### 3 Distribution

The distribution transformers further reduce the voltage to 11kV and subsequently to 230V and this power enters 2 million customers in East and Central Delhi via cables and meter boxes.

TRANSFORMER



# Just dial 19122 and press...

A diagram of a telephone keypad with nine call options, each represented by a number from 1 to 9. The keypad is centered on a light blue background. The numbers 1 through 9 are arranged in a 3x3 grid. Each number is connected by a line to a specific service option. The options are: 1. Power Supply, 2. Fire & Shock, 3. EV & Solar Net Metering, 4. Seva Kendra, 5. Billing & Metering, 6. Theft & Harassment, 7. Duplicate bill, 8. Call back request, and 9. KCC & GCC.

Number	Service Option
1	Power Supply
2	Fire & Shock
3	EV & Solar Net Metering
4	Seva Kendra
5	Billing & Metering
6	Theft & Harassment
7	Duplicate bill
8	Call back request
9	KCC & GCC

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

**Read Samvad For Latest Updates**

"SAMVAD" means "Conversation"

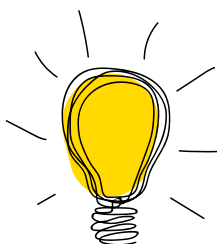
In order to educate customers about billing, safety, energy conservation ,initiatives taken by the company and other important issues, "SAMVAD"- Newsletter is sent to all the consumers every month along with the bill.



# Availing a service – New Connection

**Consumers can apply for new connections without visiting any BYPL office** by using the BSES website ([www.bsesdelhi.com](http://www.bsesdelhi.com)), the mobile app “**BYPL Connect**”, BYPL WhatsApp number **8745999808**. or Chatbot ( Available on BYPL web site, BYPL Mobile App “BYPL Connect” and Face book platform) The process includes:

- Uploading the required documents, photograph and signature
- Providing the necessary details for the application
- Receiving SMS notifications in case of document deficiencies, along with a link to view the deficiency letter and upload the missing documents online



Customers can also apply for Name, Load, and Category Changes through the same process, without visiting any BYPL office.

For customers who are not familiar with online services, **BYPL provides dedicated support through Facilitation Centers** to assist with online applications.

## Documents required for New Connection

1. Passport Size Photograph of Applicant
2. Fire Fighting / Lift Safety Certificate (wherever applicable) if height of building is more than 15M, or connection for Lift
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 along with undertaking that the lease agreement has been signed by the owner or his authorized representative;
- vi) Rent receipt not earlier than 3 (three) months along with the undertaking that the rent



receipt has been signed by the owner or his authorized representative  
(For prepaid 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 needs to be obtained along with ID 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. Guarantor 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)	<b>Un-Electrified Area as on 31.7.2017*</b>	Load upto 4kW, other than agriculture connection	Rs. 8000 per kW	Actual RR charges for service line	Coloumn(4+5)
ii)		Load above 4kW and upto 10kW, other than agriculture connection	Rs. 12,000 per kW	Actual RR charges for service line	Coloumn(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	Coloumn(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	Coloumn(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
<b>2</b>	<b>One time non-refundable charges for temporary connections</b>	
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
<b>3</b>	<b>Shifting of meter and service line# on the same premises</b>	
i)	Single phase connection	500
ii)	Three phase connection	1000

<b>4</b>	<b>Installation Inspection Fee other than at the time of energising new connection</b>	<b>Rs.</b>
i)	Upto 5 kW	120
ii)	More than 5kW upto 10 kW	200
iii)	More than 10 kW	400
iv)	HT Installation	1000
<b>5</b>	<b>Special Meter Reading charges</b>	
i)	LT connection	50
ii)	HT connection	200
<b>6</b>	<b>Charges for reconnection</b>	
i)	Single phase connection	200
ii)	Three phase connection	500
<b>7</b>	<b>Meter testing charges</b>	
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

# KNOW YOUR METER



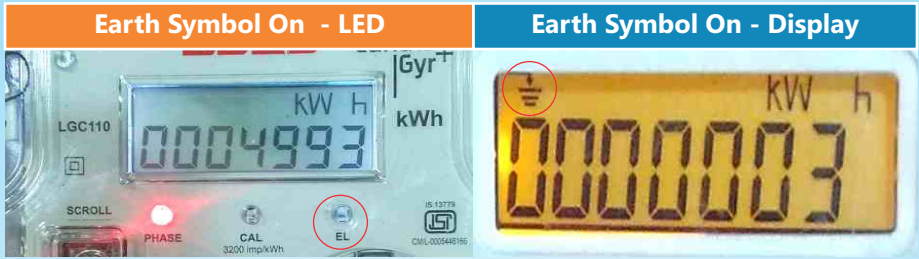
- Meter Display
- Phase LED
- Calibration LED
- ISI marking
- Meter Rating plate

## 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 9)
- 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 as 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: 15-10-2025**

**Customer Details:**  
 C No: 12240789  
 Connection Date: 15-06-2015  
 Meter Type: 1750  
 Supply Type: 1  
 Bill No: 122377894801  
 Bill Date: 15-10-2025  
 CTS No: 1223148555007  
 CTS Date: 15-10-2025  
 Street Light Tagged: No  
 WLT Tagged: No

**Reading Details:**

Meter No. (HT #)	Unit	Rate	Date of Meter Reading	Reading	Date of Meter Reading	Reading	Factor	Days	Unit	Rate
36025000	KVAh	17.10-2025	6202.00	17-09-2025	6202.00	1.00	1.00	30	5811.00	
36025000	KWh	17-10-2025	4.94	17-09-2025	4.94	1.00	1.00	30	969.00	
36025000	KVAh	17-10-2025	6211.00	17-09-2025	6211.00	1.00	1.00	30	5811.00	
36025000	KVAh	17-10-2025	5.15	17-09-2025	5.15	1.00	1.00	30	5811.00	

**Power Factor:** 0.85



- 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(106)/2025/Power/2524-2536 dated 9th May 2025, 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 2025-26:-

## 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/kW/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	Untis	No. of Days	No. of Days billed	Units entitled for Subsidy
April	400	30	10	400/30*10=133
May		31	21	400/31*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

- Details of connection and consumer particulars**  
Find your account related details i.e., Name, Billing address, Mobile Number, E-mail ID, Division Name, Bill Month, Bill Date, CA Number, Meter Type, MDI, Sanctioned Load, Bill basis, Tariff Category, Power factor, Meter Reading status, CCTV/STLT tagging etc in this section
- Meter Details**  
Details of Meter i.e Meter No., Previous Reading & Current Reading details, Unit Consumed, Number of days billed etc
- Bill Calculation**  
This section covers in detail your bill amount calculation for the current month. Find the billing details, Energy Charges, CCTV/Street light units & amount, Surcharge, Electricity tax, PPAC Arrears/ Refunds if any, Late Payment Surcharge (LPSC), Rebate/ Subsidy, Net Amount Payable
- Payable Bill Amount**  
Find the total Amount to be Paid with due date; QR Code for making payment is also present on the bill
- 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**
- Contact details**  
Contact details of Business Manager, Commercial Officer, Customer Care centers, 24x7 Help line number & Address of nearest Customer care & payment centre

**BSES Yamuna Power Limited**  
Bill of Supply for Electricity  
Due Date: 06-11-2025

**1** Consumer Details: Name, Address, Mobile No., Email ID, CA No., Meter No., MDI, Sanctioned Load, Bill basis, Tariff Category, Power factor, Meter Reading status, CCTV/STLT tagging etc.

**2** Meter Details: Meter No., Previous Reading, Current Reading, Unit Consumed, Number of days billed etc.

**3** Bill Calculation: Energy Charges, CCTV/Street light units & amount, Surcharge, Electricity tax, PPAC Arrears/ Refunds if any, Late Payment Surcharge (LPSC), Rebate/ Subsidy, Net Amount Payable.

**4** Payable Bill Amount: Total Amount to be Paid with due date; QR Code for making payment.

**5** Security Deposit: Amount of Security deposit with BSES Yamuna Power Ltd. and details of Interest on Security Deposit.

**6** Last Payment details: Find your last payment details.

**7** Important message.

**8** Category wise existing tariff structure.

**9** Details of Last Six Bills.

**10** Consumer Grievance Redressal Mechanism.

**11** Contact details.

**BSES Yamuna Power Limited**  
Bill of Supply for Electricity  
Due Date: 06-11-2025

**1** Consumer Details: Name, Address, Mobile No., Email ID, CA No., Meter No., MDI, Sanctioned Load, Bill basis, Tariff Category, Power factor, Meter Reading status, CCTV/STLT tagging etc.

**2** Meter Details: Meter No., Previous Reading, Current Reading, Unit Consumed, Number of days billed etc.

**3** Bill Calculation: Energy Charges, CCTV/Street light units & amount, Surcharge, Electricity tax, PPAC Arrears/ Refunds if any, Late Payment Surcharge (LPSC), Rebate/ Subsidy, Net Amount Payable.

**4** Payable Bill Amount: Total Amount to be Paid with due date; QR Code for making payment.

**5** Security Deposit: Amount of Security deposit with BSES Yamuna Power Ltd. and details of Interest on Security Deposit.

**6** Last Payment details: Find your last payment details.

**7** Important message.

**8** Category wise existing tariff structure.

**9** Details of Last Six Bills.

**10** Consumer Grievance Redressal Mechanism.

**11** Contact details.

## 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:

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



# GET YOUR DUPLICATE ELECTRICITY BILL EASILY! ANYTIME, ANYWHERE!

Get Your Bill on WhatsApp in 5 Simple Steps



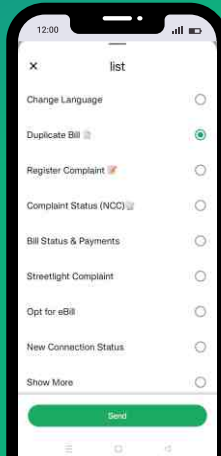
**Step 1:** Send “Hi” to WhatsApp number 8745999808 from your registered WhatsApp number

**Step 2:** Choose your preferred language – English or Hindi

**Step 3:** Select “Duplicate Bill” from the menu

**Step 4:** Enter your CA Number linked to the WhatsApp number

**Step 5:** Click the link to download your latest electricity bill



## Other Easy Ways to Get Your Bill

### BYPL Website & BYPL Connect App

Log in to 'My Account' section on BSES website (click on 'Bill Details') or open BYPL Connect mobile app (select 'Bill Download and Payment History') to access and download bills for last 12 months.

### Register for SMS Alerts to receive your monthly bills.

If your mobile number is not updated on the electricity bill, call 19122 to update and register for SMS alerts.

# ELECTRICITY CHARGES

S No.	CATEGORY	FIXED CHARGES	ENERGY CHARGES				
1	DOMESTIC						
1.1	INDIVIDUAL CONNECTIONS		0-200	201-400	401-800	801-1200	>1200
			Units	Units	Units	Units	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



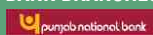
## OTHER PAYMENT OPTIONS

BSES COUNTERS

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 toll free No. 19122 or log-on to [www.bsesdelhi.com](http://www.bsesdelhi.com)

Stay alert: Please don't call or click on any suspicious phone number or link

# 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.
- **Incase your cheque is returned unpaid / dishonored by bank, cheque return charges (presently Rs. 200/-) 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.
- Do not click on unknown links or call suspicious numbers received through SMS or email. Pay your BYPL bills only through bona fide platforms such as BYPLWhatsApp, BSES website, Mobile App- BYPLConnect, e-wallets, or net banking.
- If you have any doubts about your payment status, check via our website, Mobile App, WhatsApp, or by calling our Helpline No. 19122. BSES officials will never ask for your bank details, debit/credit card details, or OTP. Stay alert and protect yourself from scams.

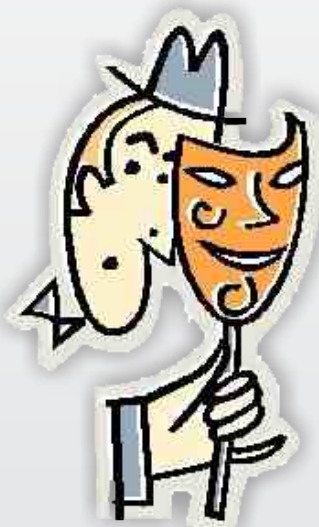


# Beware of Imposters! Important Information

- 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 toll free No. 19122 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 change to.
- 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:
  - (i) Total cumulative demand of all the floors in the plot/building for LT service connection exceeds 100 kW/108 kVA; or
  - (ii) Total cumulative built up area of the premises in the plot/building exceeds 2000 sqm; or
  - (iii) Plot of size above 600 sqm or above.



# Go Digital

As a part of our ongoing digital transformation, we have added two new online services:

- **Reconnection of Supply**
- **Security Refund**

No more standing in queues — now it's all just a click away!

For Reconnection of Supply - Simply log into "My Account" section on the BSES website OR use "BYPL Connect" Mobile App.

For Security Refund - Simply log into "My Account" section on the BSES Website OR click on "Online Security Refund" option available on home page (BSES Website)- No need to login.

You can also access it through "BYPL Connect" Mobile App (My Account).

## Through Website

www.bsesdelhi.com -> Select BSES Yamuna Power Ltd -> Login "My Account" Section -> Apply for reconnection of Supply OR Security Refund -> Fill the form and Submit

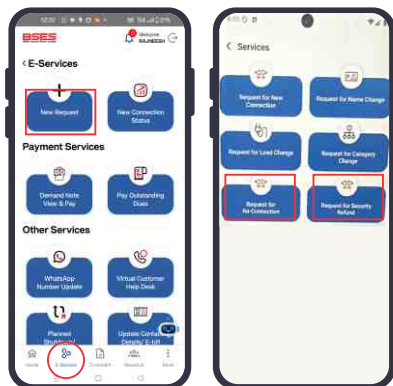


## For Security Refund

www.bsesdelhi.com -> BSES Yamuna Power Limited -> Online Security Refund -> Fill and submit the form after verification of OTP sent to registered mobile number.

## Through Mobile App

**Mobile App –"BYPL Connect"**  
(Available at Google Play store & iOS Store) -> login into the App -> Click on "E- Services" -> Click on "New Request" -> Request for Reconnection OR Request for Security Refund -> Fill the form and Submit



# BYPL Services — Just a WhatsApp Away!

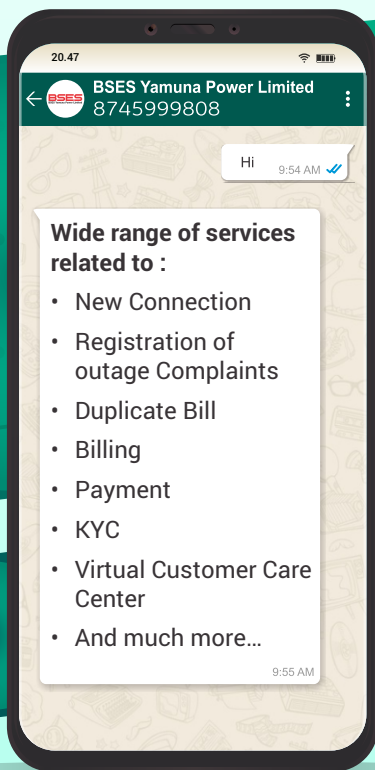
Experience the power of simplicity with BYPL WhatsApp services. Access 24+ essential services anytime, anywhere — with zero hassle and no waiting.

You can choose your preferred language: English or Hindi.

To get started, simply send “Hi” to



## 8745999808



### Stay Connected on WhatsApp!

Register your WhatsApp number with us to receive your monthly electricity bill and important updates related to your connection directly on WhatsApp.

# VIRTUAL CUSTOMER CARE CENTER

**Say Goodbye to Queue !**

**Connect with Us Virtually from Anywhere!**

No need to visit BYPL Customer Help Desk in person!

Connect instantly with our CHD Executive via Video Call (Zoom App) – quick, easy and convenient.



**Save Time**



**No need to come to BYPL office**



**No need to take off from work**



**Personalized Assistance**

**You can connect with us virtually through following modes:**

BSES Website [www.bsesdelhi.com](http://www.bsesdelhi.com) -> BSES Yamuna Power Ltd,

Mobile App” BYPL Connect”

WhatsApp No. 8745999808

# CONSUMER GRIEVANCE REDRESSAL MECHANISM

## 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 19122 ( 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](http://www.bsesdelhi.com) or e-mail at [bypl.customercare@reliancegroupindia.com](mailto:bypl.customercare@reliancegroupindia.com) or Mobile App i.e. BSES Mobile App.
- To report Harassment, Unethical Practice or corruption related complaints, e-mail at [bypl.vigilance@reliancegroupindia.com](mailto:bypl.vigilance@reliancegroupindia.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** – Area Manager

**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@reliancegroupindia.com](mailto:bypl.customercare@reliancegroupindia.com)
- Post: Head, Customer Care, BSES Yamuna Power Limited Corporate Annexe Building, CBD-3, Karkardooma, Delhi-110032

Alternatively, consumer may register their grievance with our Internal Grievance Redressal Cell (IGRC)

Web site : [https://byplws1.bsesdelhi.com/bypl\\_icgrc](https://byplws1.bsesdelhi.com/bypl_icgrc)

For Assistance Contact : 011-4124 9250

## 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](mailto:cgrfbypl@hotmail.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 orders 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's notice to the consumer. The meter shall be replaced in the presence of the consumer or his authorized representative and the designated official of the Licensee shall show his identity card to the consumer before replacement of 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 representative. The Authorized Officer shall show Photo Identity Card and Visiting Card shall be handed over.

# 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.
- Online application for Reconnection and Security Refund
- Graphical representation of consumption details

## SEVA KENDRA

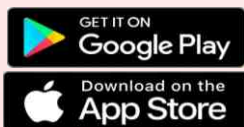
- Register for:
  1. New Connection
  2. Load Change
  3. Category Change
  4. Name Change
  5. Address Correction
- Check New Connection request status

## Benefits to Consumers

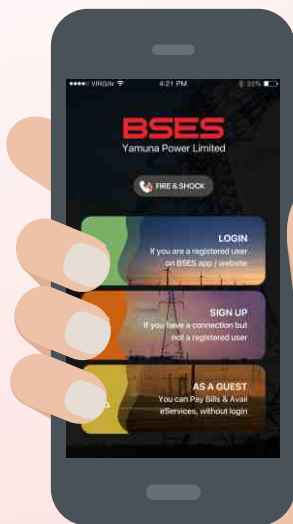
- Easy and Convenient to use
- View & pay your electricity bill on the go
- Instant registration of Requests/Complaints
- One Stop Solution

Download BSES Mobi App now

**"Power in your pocket"**



[www.bsesdelhi.com](http://www.bsesdelhi.com)



## Chatbot Services

The chatbot service is available for BYPL consumers on BYPL web site, BYPL Mobile App “BYPL Connect” and Face book platform. The chatbot services are available in both English and Hindi Languages.

- Registration of Outage complaints
- Download Duplicate Bill
- Last bill details along with payment link
- Avail services for Visually Impaired
- Last Electricity Consumption
- Payment History
- And more ..... 16 services


## Call Back Services

The consumer can get the resolution of their queries/complaints by availing BYPL Call Back services.

- Book an appointment for Call Back services through the toll free no. 19122 from their registered mobile no.
- For registering the Call back request, the consumer has to press “8” in the IVRS Menu after selecting the preferred language.
- The Call Back service is available from 9:00 am to 5:00 pm Monday to Friday excluding public holidays.





**BSES**  **BSES Yamuna Power Limited**

**Bill of Supply for Electricity** **Due Date (in INR): 06-11-2025**

Name: **Mr. NIKESH JAIN** **CA No. 123456789**

Billing Address: **Plot No. 123, Sector 14, Gurgaon, Haryana 122001**

Sanctioned Load: **3.00 (KW)** **Transmission Date: 06-06-2015**

Consumer Demand: **4.00 (KW)** **Meter Type: LT**

MTR: **4.00 (KW)** **Register Type: LT**

Power Factor: **0.95** **Bill Base: Actual**

Pole No: **M2B030176A0AB** **Bill Base: Actual**

Walking Sequence: **12** **CCTV Tagged: No**

Cycle No: **12** **Street Light Tagged: No**

Tariff Category: **Domestic ( Residential )** **WIFI Tagged: No**

Mobile: Tel No. **9876543210** **CA No. 123456789**

Land ID: **123456789** **Transmission Date: 06-06-2015**

Share/STH Share: **100%** **Register Type: LT**

Minor Reading Date: **10/11/2024** **Bill Base: Actual**

Bill Month: **10/11/2024** **CCTV Tagged: No**

Bill Year: **2024** **Street Light Tagged: No**

**You may apply for Security Deposit & Supply Reconnection through BSES Website/Mobile App (My Account), are provided there is no more arrears dues balance, otherwise the same amount should be paid.**

## 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 scan the QR for updating the contact details and opt for ebill.


## 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

Scan to subscribe for Ebill



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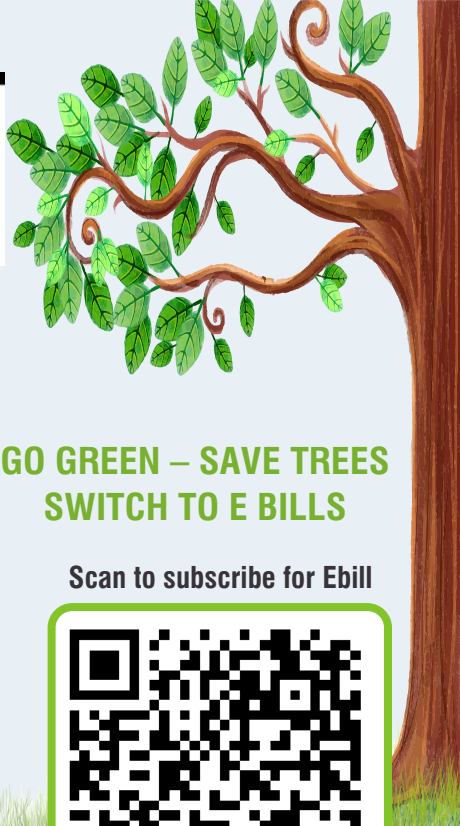
## Is your correct mobile number updated against your CA number and is it registered for SMS alerts?

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.



# 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.



# KNOW YOUR MDI

**BSES Yamuna Power Limited**  
**Bill of Supply for Electricity**  
**Due Date: 06-11-2025**

Consumer Name: Mr. XXXXX XXXXX  
 Meter No: 123456789  
 MDI: 123456789

Sl. No.	Month	Day	Time	MDI	Rate	Amount
1	10	01	00:00	123456789	1.00	123456789.00

- 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 sanctioned 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.

## Approaching for 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.

# GO DIGITAL, GET REWARDS !!

BYPL has launched e-LECTRIC rewards program for its consumers residing in East and Central Delhi. Under the scheme, BYPL consumers can get exciting discounts on shopping, healthcare, dining and many more simply by subscribing to our e-bills and paying them digitally. Visit [www.bsesdelhi.com](http://www.bsesdelhi.com) or download "BYPL Connect" Mobile App to start enjoying these benefits.

## Embrace the e-LECTRIC Life, Reap the Rewards!

Subscribe for Ebill and pay your electricity bill on time using digital platforms.

Go Digital, Go Green and Get Rewarded !!

\*Terms & Condition Apply





...enlightening lives

## Strengthening Healthcare Through Sports

On 30th May, a Multi-Sports Turf was inaugurated at Vardhaman Mahavir Medical College (VMMC) by the BSES team, led by Shri Abhishek Ranjan (CEO, BSES Rajdhani Power Limited), along with Shri Suresh Agarwal (Company Secretary, BSES Yamuna Power Limited), Shri. Deepak Shankar (Sr. EVP, BSES Rajdhani Power Limited) and members from Safdarjung Hospital (SJH) Dr. Sandeep Bansal (MS, VMMC & SJH) & Dr. Geetika Khanna (Principal, VMMC & SJH). Developed under BSES's CSR initiative, the facility aims to promote physical well-being, stress relief, and team-building among medical staff, reaffirming BSES's commitment to the health and morale of frontline healthcare workers.



## Empowering Young Minds: Sashakt Gyan Kendra Inaugurated

On 7th May, BSES Yamuna Power Limited (BYPL) inaugurated the Sashakt Gyan Kendra at the MCD Library, Brahmipuri, creating a vibrant new space for over 100 students to study and grow. Equipped with reading desks, clean washrooms and safe drinking water, the facility transforms overcrowded rooms into an inspiring study hub. The event saw the presence of local community leaders, MCD officials and BYPL representatives—Mr. C.P. Singh, Mr. Kuldeep Baliyan, Mr. Sanjib Pal—united in their commitment to education and youth empowerment.





## Handloom Incubation Centre

In April, BYPL inducted a second batch of 82 women from neighbouring communities for training in handloom skills, aiming to empower women and promote traditional crafts. The Handloom Centre expanded its marketing reach through online shopping platforms like Flipkart, Meesho and Artisans Wizard etc. New designs, training materials and branded packaging were introduced to enhance appeal of the products developed at the centre. Additionally, 52 beneficiaries from the first batch and 5 from the second batch were registered under Udyam Aadhaar (process for registering Micro, Small and Medium Enterprises in India) to access government support.



## BSES Basketball Academy

April was a dynamic month for BSES Basketball Academy, with over 500 student-athletes trained at IP Extension and Begumpur, 57+ sessions conducted and the launch of a new evening batch. In this month two basket ball tournaments (of different age groups) were organised which drew 37 teams from Delhi NCR, with the Begumpur U-17 team clinching 3rd place out of 12 teams. Off the court, 26 players received sports gear through a Shoe Drive and coaches enhanced their skills in first aid and child protection. The Academy continues to drive grassroots basketball through training, events and community support.



## Nurturing Health and Happiness at BSES Seniors' Abode

In April and May, BSES Seniors' Abode enhanced care for its 40 residents with key health and engagement initiatives. Fifteen seniors enrolled in the Ayushman Bharat Pradhan Mantri Jan Arogya Yojana and four underwent successful cataract surgeries. In addition to monthly birthday celebrations and a heartfelt Mother's Day event, outings to PM Sangrahalaya, Deer Park and a group screening of Punjabi movie - Akaal fostered warmth and community spirit.



## School Programs:

Raising awareness about energy conservation and electrical safety among school children is crucial for fostering a generation that values sustainability and safety from a young age. As part of our recent initiative, we conducted 24 awareness programs in schools within BYPL area during FY 24-25.

### Energy Conservation Awareness Program:

- Conducted in 9 schools with 540 students (classes V to IX).
- Focused on fostering energy-saving habits among future electricity consumers.
- Students educated through a short animation film for better engagement.
- Promoted e-bill and BSES mobile app features.

### Electrical Safety and Energy Conservation Awareness "Jagrukta":

- Conducted 15 programs, engaging 6,000 students from classes VIII to XII.
- Focused on energy conservation and electrical safety awareness.
- Activities included drawing and quiz competitions, animated films, Nukkad Natak and meaningful talks. Prizes were awarded to the winners.
- Sessions lasted 3 hours, with refreshments provided to students and teachers.
- Mementos were given to schools and appreciation letters acknowledging the program's positive impact was given by the school authorities to BSES.





# Nukkad Natak:

Raising awareness about energy conservation and electrical safety among school children is crucial for fostering a generation that values sustainability and safety from a young age. As part of our recent initiative, we conducted 24 awareness programs in schools within BYPL area during FY 24-25.

## Electrical Safety Awareness:

- Nukkad Natak were conducted across 135 locations in East and Central Delhi during FY 24-25 to promote safety awareness. The Safety and O&M Department provided a list of these 135 accident-prone locations.
- Topics included rainy season safety, kite flying, power theft consequences and safe electricity use, benefiting customers & Discom by saving lives and preventing asset damage during accidents.
- Engaged the audience with a quiz and prizes for correct answers.

## Digital Services Awareness:

- Conducted 200 Nukkad Natak in FY 24-25 to educate consumers about BYPL's digital services, including the Virtual Help Desk and e-LECTRIC reward scheme.
- Collaborated with RWAs and community representatives for maximum outreach.
- At the end of each Natak a quiz was conducted and prizes to winners of the quiz was given to boost audience engaged.



# Strengthening Customer Engagement Through RWA Meetings

BSES Yamuna Power Ltd. (BYPL) is committed to providing uninterrupted power supply and excellent services to its customers. Establishing a strong connection with customers is equally important.

BYPL organizes RWA meetings in its jurisdiction areas with various representatives of RWAs with a view to involve them and seek their support in areas like loss reduction, power theft detection and seeking their suggestions/feedback on how to further improve the services. The underlying principle of this program is to improve communication and transparency leading to bonding and enhancement of customer satisfaction through our activities. These meetings also helps in spreading information regarding various digital services being provided by the company as well as create awareness about EVs, Net Metering, Electrical Safety and Fraudulent messages. 84 Nos RWA meetings, 9 Nos at circle level and 75 nos at division level conducted in FY 24-25.



# SLASH BILLS, NOT COMFORT!

**Replace Your Power-Hungry Appliances with Energy-Efficient 5-Star ACs & BLDC Fans @ Unbelievable Discounts**



**upto 63% Discount on Energy-Efficient 5-Star ACs**

**upto 89% Discount on 5-Star Rated BLDC Fans**

## What's on Offer?

- Attractive Offers from Leading Brands
- Fast Payback Period
- Attractive buy-back schemes available
- Replace up to 3 ACs & 3 Fans per CA number
- Limited period offer for BYPL domestic consumers

*Terms and Conditions Apply  
Discounts on MRP*

## Big Annual Savings on Electricity Bills

Appliance	Save Upto (₹)	Estimated Units Saved (kWh)
Split AC	₹24,696 - ₹ 34,423	3000
Window AC	₹27,236 - ₹ 32,058	2800
BLDC Fan	₹911 - ₹ 1831	160

*Savings are on per AC/BLDC fan annually*

## How to Avail?



**Visit: [bsesdelhi.com](https://bsesdelhi.com)**



**Call: 19122**

**Hurry! Limited Period Offer. First-Come, First-Serve Basis!**

**Switch to Efficient Energy Use & Watch the Savings Add Up!**

# 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.customercare@relianceada.com](mailto:bypl.customercare@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 formal dress code has been implemented for all Customer Service Executives deployed at our Customer Touch Points. Dress code at workplace ensures professional attitude and seriousness towards the work.



# C TO CURB CORRUPTION



If somebody asks for bribe for electricity related work

**Call at Vigilance number 8010930719\* or  
mail: [bypl.vigilance@reliancegroupindia.com](mailto:bypl.vigilance@reliancegroupindia.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**" regarding the connection or verify the existing dues at the premises as well 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.



# EV CHARGING AT YOUR PLACE – EASY & HASSLE-FREE INSTALLATION



BYPL has many achievements and capabilities in the EV charging space:

- Installed India's first Smart Managed EV Charging Station.
- Over 550 charging points at 250+ locations (captive, private, and public) installed and counting.
- More than 50 Battery Swapping Stations (BSS) at BYPL offices and various public locations for public usage.
- Adopted a 360° approach to promote enhanced awareness and education for the proliferation of EVs and the development of a robust EV charging ecosystem.
- Associated with numerous residential societies, namely IFS, UNA, HT Kamayani, Neethi, Milan, Narwana, Keerti and many more.
- Partnered with educational institutions such as Maharaja Agrasen College, Shaheed Rajguru College, etc.
- Collaborating with hospitals (e.g., Chacha Nehru Hospital), MCD, DMRC, hotels, and other stakeholders for setting up EV charging and battery swapping stations.



## BYPL proposal for EV charging

BYPL proposes to set up and operate EV Charging Stations at feasible locations under the following tentative terms:

Parameter	Details
Space Requirement	To be provided by the consumer. Approx. 30 sq. meters required for two EV charging stations.
Type of Charger	Slow / Moderate / Fast Charger options available.
Charging Capacity	Depends on the type of charger installed and the type of vehicle being charged.
Charging Infra Installation cost	Under BYPL's scope.
Revenue Sharing with Land Owning Agency (LOA)	₹1 per unit of EV charging consumption will be shared with the LOA.



### Moderate charger

Considered from 7 - 22kW  
Suitable for E-4W



### Fast Charger

Considered above 30kW  
Suitable for E-4W  
e-Buses chargers also fall in this category; capacity around 200kW

## Interested? Contact Us Today!



Web site  
[www.bsedelhi.com](http://www.bsedelhi.com)



Toll free No.  
19122 (Press 3 for EV related queries)



Contact No  
011-41249557



Email  
[bypl.evi@reliancegroupindia.com](mailto:bypl.evi@reliancegroupindia.com)

**GREEN ENERGY, CLEAN ENERGY**

# Safety Alert:

Maintain distance from electrical installations for your own safety



Large scale construction activity is taking place in Delhi. Many of these dwellings and unauthorized constructions / extensions – built in various colonies have come underneath and dangerously close to discom existing overhead Low Voltage (LV), High Voltage (HV) and Extra High Voltage (EHV) lines and electricity installations. These are in complete violation of Regulation 62 and 63 of the Central Electricity Authority. (Measures relating to Safety and Electric Supply) Regulations, 2023 (“CEA Safety Regulations, 2023”), read with Section 53, 68(5) and Section 161 of Electricity act 2003, as amended from time to time.

Building extensions, structures, projections, balconies, chajjas or boundary walls etc must maintain a minimum vertical and horizontal distance from the electricity mains and electricity installations, as stipulated in the regulations.

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.
Lines of voltage upto 650 Volts	2.5 metres from the highest point	1.2 metres from the nearest point
High Voltage line exceeding 650 Volts upto and, including 11000 Volts	3.7 metres from the highest point	1.2 metres from the nearest point
High Voltage line exceeding 11000 Volts and upto and, including 33000 Volts	3.7 metres from the highest point	2 metres from the nearest point
Extra High Voltage line exceeding 33 KV	3.7 metres (Plus 0.30 metres. for every additional 33000 Volts or parts thereof )	2 metres (Plus 0.30 metres. for every additional 33 KV or part thereof)

These rules have been framed for your safety, to avoid any mishap, fatal accidents and power disruptions.

BSES once again appeals to the owners of such unauthorized constructions to immediately remove their illegal and unauthorised constructions from near the electricity mains and installations. Violators of the stipulated regulations will be held personally responsible for any direct or indirect loss (life, property etc) and liable for prosecution as per applicable laws.





# 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.

# WITH ROOFTOP SOLAR, EVERY RAY SAVES YOU MONEY – AND THE PLANET!

Get Government subsidies of upto Rs 108,000\*/- Consumer + Generation Based Incentive for 5 years

Embrace a brighter, greener future with BSES! We are thrilled to share that going solar is now even more attractive. It's the perfect time to switch to a sustainable energy source and enjoy significant savings. Don't miss out on this chance to reduce your carbon footprint and do your bit for a healthier planet. Go solar with BSES - today! (with attractive subsidy & GBI schemes)

### Benefits of going solar

- Generate ~ 100-120 units of electricity per kW per month
- Earn extra income annually by selling surplus power back to BYPL
- Quick payback period of ~ 4-5 years
- Get attractive capital subsidy (Central & State Govt.) to make the switch even more affordable
- Get Generation Based Incentive (GBI) for 5 years (including commercial)
- Make Delhi Greener & do your bit to fight pollution



Capital Subsidy:			
Central Financial Assistance(Subsidy) under PM Suryaghar Muft Bijli Yojna		State Capital Subsidy as per Delhi Solar Energy Policy 2023	
Type of Consumer	Subsidy Amount (₹/ kWp)	Type of Consumer	Subsidy Amount (₹)
Residential : upto 2 kW	30,000	Residential : 1 kW	10,000
Residential : between 2 kW and 3 kW	18,000	Residential : 2 kW	20,000
Residential : Beyond 3 kW	No Additional subsidy	Residential : 3 kW	30,000
GHS/RWA^	18,000	GHS/RWA^	2000 ₹/ kWp
# One time capital subsidy, post net meter installation      * Maximum subsidy amount 78,000 in case of PM Surya Ghar and 30,000 from state ^ Group Housing Societies/Residential Welfare Associations (GHS/RWA) etc, for common facilities including EV charging upto 500kWp(@3 kWp per house)			

Generation-Based Incentive (GBI) as per Delhi Solar Energy Policy 2023:		
Type of Consumer	Monthly GBI (₹ per kWh)	<p>* Applicable for five years from the date of commissioning of the solar system installed within operative period of the policy i.e 14th March 2024 till 13th March 2027.</p> <p>^ Group housing societies/Residential Welfare Associations: Upto 500kW (at 10kW per house)</p> <p>* Terms and Conditions Apply</p>
Residential: Up to 3 kWp	3	
Residential: Above 3 kWp up to 10 kWp	2	
GHS/RWA^	2	
Commercial and Industrial (First 200 MW deployed)	1	

### Useful Links

Link to apply for Central Financial assistance under PM Suryaghar Portal  
<https://pmsuryaghar.gov.in>

Link to apply for Net Metering at BSES Yamuna Power Ltd. For discom portal  
<https://byplws.bsesdelhi.com:8890/>

Link to apply for State Subsidy at State Portal Link  
<https://solar.delhi.gov.in>

### Contact Us:

**Help Desk:** Please feel free to reach out to us in case of any queries. We will try our best to solve the issues swiftly.

- [netmetering.bypl@reliancegroupindia.com](mailto:netmetering.bypl@reliancegroupindia.com)
- Toll Free: 19122 (Ext: 3)
- Telephone: 011- 41247068
- Solar Missed Call Facility - 98716 08800
- [www.bsesdelhi.com](http://www.bsesdelhi.com)



# 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



# NO INTERRUPTIONS JUST ACCOLADES



BSES Discoms  
**Rated A+**  
by REC;  
4th Time in a Row

In the latest Consumer Service Rating of Discoms (CSRd) for FY 2023-24, conducted by REC Ltd. under the Ministry of Power, BSES Rajdhani (BRPL) and BSES Yamuna (BYPL) have once again secured the prestigious A+ rating—the highest in India.

Among 66 discoms serving 33 crore consumers nationwide, only six earned an A+ rating, with BRPL and BYPL right at the top. This reinforces BSES' leadership and consistent top rankings for four years continuously reflecting its commitment to reliability, innovation, and customer satisfaction.

States/UT	DISCOM	Operational Reliability (45 Marks)	Connection and Other Services (10 Marks)	Metering, Billing and Collection (35 Marks)	Fault Rectification and Grievance Redressal (10 Marks)	Final Grade (100 Marks)	Change in Grade from Fy23
Delhi	BRPL	A+	A+	A	A+	A+	↔
Delhi	BYPL	A+	A+	A+	A+	A+	↔



# Delhi discoms achieve A+ rating in consumer service 2023-24

**PHS ■ NEW DELHI**

In a major achievement for Delhi's power sector, the city's discoms, including BSES Rajdhani Power Limited (BRPL) and RSES Yamuna Power Limited (BYPL), have been awarded the highest A+ rating in the fourth edition of the Consumer Service Ratings of Discoms for the year 2023-24.

Released by REC Limited under the Ministry of Power, this evaluation ranked 66 power distribution companies across India, covering over 37 crore

divided into 23 sub-parameters, ensuring a comprehensive evaluation of service delivery. Of the 66 discoms assessed, 56 were state-owned, while 10 were private. However, only six managed to achieve the coveted A+ rating, with BRPL and BYPL standing out for their exceptional service quality. Over the last four years, five discoms, including BRPL, BYPL, and Tata Power Delhi Distribution Limited (TPDDL), have consistently maintained top grades (A+/A), highlighting their

distribution failure rate of only 0.1 per cent, while BYPL stood at 0.6 per cent—a stark contrast to the national average of 6.4 per cent.

The report also recognised Delhi discoms for their efficiency in processing consumer applications, achieving a 100 per cent processing rate through their online portals compared to the national average of 87 per cent. Billing accuracy was another area of excellence, with 99 per cent of bills generated through actual meter readings, surpassing the national average of 91 per cent.

In the adoption of advanced metering technologies, BYPL led the way with 100 per cent bills generated via non-manual readings, while BRPL followed with 99 per cent.

discoms, with 99 per cent of BRPL and BYPL consumers receiving billing alerts compared to the national average of 83 per cent. The digital transformation of payment systems also placed them ahead of the curve, with 89 per cent of BRPL and BYPL consumers opting for digital payments, far exceeding the national average of 41 per cent.

The Consumer Service Ratings of Discoms, released by Union Power Minister Manohar Lal Khattar during the Review, Planning, and Monitoring (RPM) last week, aims to benchmark service delivery, promote healthy competition, and encourage continuous improvements among discoms.

With this recognition, BRPL and BYPL discoms reaffirm

## जागरण सिटी

### दिल्ली में बिजली वितरण करने वाली तीन कंपनियों को सर्वोच्च स्थान

दिल्ली में बिजली वितरण करने वाली तीन कंपनियों को सर्वोच्च स्थान मिला है। इनमें शामिल हैं BSES राजधानी, RSES यमुना और टाटा पावर दिल्ली डिस्ट्रिब्यूशन लिमिटेड।

● उपरोक्त रैंक में शामिल होने वाले 66 बिजली वितरण कंपनियों को बिना रैंक मिला है।

● 24 बिजली अगुआई और उपरोक्त रैंक में शामिल होने वाली 66 बिजली वितरण कंपनियों को बिना रैंक मिला है।

दिल्ली में बिजली वितरण करने वाली तीन कंपनियों को सर्वोच्च स्थान मिला है। इनमें शामिल हैं BSES राजधानी, RSES यमुना और टाटा पावर दिल्ली डिस्ट्रिब्यूशन लिमिटेड।

### दिल्ली की बिजली कंपनियों को A+ रेटिंग

● NBT रिपोर्ट, नई दिल्ली: केंद्रीय ऊर्जा मंत्री मनोहर लाल खट्टर ने उपरोक्त सेवा के लिए देशभर की 66 बिजली वितरण कंपनियों को रेटिंग दी है। इसमें दिल्ली की दो डिस्कॉम कंपनियों बीएसपीएल और बीवाईपीएल को A प्लस रेटिंग मिली है। यह बिजली भी डिस्कॉम के लिए सर्वोच्च

## City's pvt discoms rated A+ for power supply

New Delhi: Delhi's private power distribution companies continued their dominance in the consumer service rating of discoms by securing nationwide and state electricity supply in 2023-24.

The Delhi-based power distribution companies—BSES Rajdhani Power Limited, RSES Yamuna Power Limited, and Tata Power Delhi Distribution Limited—secured A+, the top honours, among 66 in the country, which were evaluated and ranked for their performance in the 2023-24 financial year by REC Limited (under the Union ministry of power).

Their performance was based on their latest operational, operational reliability, connection and other services, metering, billing and collection, fault response and grievance redressal. These were sub-divided into 23 categories.

The consumer service rating of discoms was released by the Union power minister Manohar Lal Khattar during the review, planning and monitoring session last week. Through this report, the ministry of power tries to establish a benchmark for service quality, reliability and consumer satisfaction across the country, track discom performance across these aspects and encourage continuous improvement among discoms.

### WHO'S POWERING AHEAD AND WHO'S NOT

Consumer Service Ratings of Power Discoms for 2023-24

All discoms, 16 state-owned and 50 private, covering over 37 crore consumers, rated

Other three A+ rated power discoms were Adani Electricity Mumbai Limited, Maharashtra, Tata Power Company Limited, Maharashtra, and Noida Power Company Limited, Uttar Pradesh

51 got A rating, 22 got B+, 14 rated B, seven got C+ and five got C

No discom got D, the lowest grade

Rating parameters

	BRPL	BYPL	TPDDL
Operational Reliability	A+	A+	A+
Connection and Other Services	A+	A+	A+
Metering, Billing and Collection	A+	A+	A+
Fault Rectification and Grievance Redressal	A+	A+	A+

These parameters were further divided into 23 sub-categories

Total consumers (in lakh)	BRPL	BYPL	TPDDL
19	282	12	12
0.1%	0.0%	0.0%	0.0%
148	71	12	12

These discoms generated 99% bills based on actual working meter reading

Bills paid digitally	BRPL	BYPL	TPDDL
100%	99%	100%	100%
89%	89%	100%	100%

It is worth noting that, super-hurricane (cyclone) over 24 crore consumers in urban and rural areas of the country. Through 72 discoms were approached for the review, which was the country's discoms, and the three Delhi electricity distribution companies remained consistently among the top. Of the 66 discoms assessed, 56 were state-owned and

The consumer service rating of discoms was released by the Union power minister Manohar Lal Khattar during the review, planning and monitoring with states and state utilities

here, consumers receive bill updates on mobile and get information on outages, and effectiveness of the grievance redressal mechanism.

Officials said the rating was done with the aim of developing a comprehensive strategy to enhance consumer satisfaction and service quality. It followed into various reviews based on consumer feedback, the service standards outlined in the Electricity Act and the foundation for providing discoms across key service areas. The report also identified and awarded the companies that implemented the concept and implementation of these rules.

This initiative is a significant step towards ensuring accountability for discoms and raising awareness among consumers regarding their rights and the quality of service. Through this report, the ministry of power tries to establish a benchmark for service quality, reliability and consumer satisfaction across the country, track discom performance across these aspects and encourage continuous improvement among discoms.

स 20 फरवरी साय समीक्षा, प्लानिंग एंड मॉनिटरिंग केन्द्रिय संस्था आईसी डिस्कॉम की रेटिंग्स ने

# 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
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
Krishna Nagar	F-15/2, Krishna Nagar, Delhi-110051	41249296
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
Nandnagri	C-102, Tahirpur Grid, Nand Nagri, Delhi-110094	41247946
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
Darya Ganj	Kamla Market Office, Asaf Ali Marg, Delhi-110001	41249039
Chandni Chowk	Chandni Chowk Sub Station Building, Near Town Hall, Chandni Chowk, Delhi-110006	41249316
Paharganj	Paharganj Division Office Building, Aram Bagh, Near Paharganj Police Station, Delhi-110055	41249071



# BYPL Operations & Maintenance Office Contacts

Division/Circle	Address	Contact No.
<b>Head [O&amp;M] BYPL</b>	<b>BSES Corporate Office, Shakti Kiran Building, Karkardooma, Delhi-110032</b>	<b>41249228</b>
<b>AVP [O&amp;M] South East</b>	<b>Sub-Station Building, 1st Floor, East Guru Angad Nagar, Near Radhu Palace, Laxmi Nagar, Delhi-110092</b>	<b>41249240</b>
<b>AVP [O&amp;M] North East</b>	<b>Sub Station Building, GT Road, Shahdara, Adjacent to Hind Pocket Books, Delhi-110095</b>	<b>41249328</b>
<b>AVP [O&amp;M] Central</b>	<b>Room No 107, Gandhi Market, Minto Road, Delhi-110002</b>	<b>41247363</b>
Karkardooma	Sub Station Building, B-Block, Vivek Vihar, Delhi-110091	41247628
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
Krishna Nagar	Sub Station Building, 18 Block, Geeta Colony In front of Sai Baba Mandir Delhi-110031	41247630
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
Nandnagri	Sub Station Building No 2, MIG DDA Flats East of Loni Road, Delhi-110094	41247645
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
Darya Ganj	Sub Station Building, C-Block, Minto Road Housing Complex, Delhi-110002	41247329
Chandni Chowk	Sub Station Building, Paiwalan, Dariba Kala, Chandni Chowk, Near Jama Masjid Police Station, Delhi-110006	41249544
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.**



**BSES**  
BSES Yamuna Power Limited

## KNOW YOUR STREET LIGHT TYPE WHICH ONE IS IT???



**SODIUM LIGHT  
(YELLOW)**



**HALOGEN LIGHT  
(YELLOW)**



**LED  
(WHITE)**



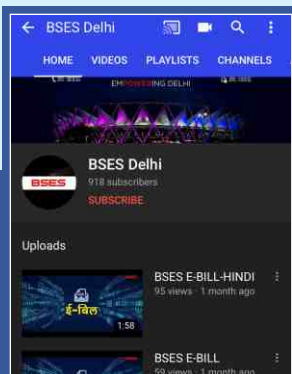
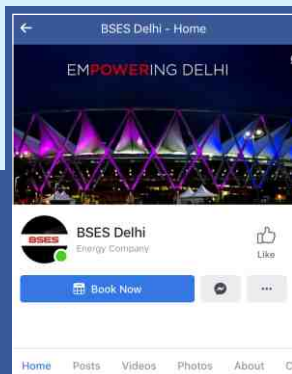
**LED  
( WARM WHITE)**

### REGISTER YOUR COMPLAINTS @

1. **SODIUM & HALOGEN Street Lights,**  
Please Call BYPL Customer Care 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**
4. **For Warm White Street Lights**  
Please Call Halonix Toll-Free No. 1800-103-6564 or  
email [customercare@halonix.co.in](mailto:customercare@halonix.co.in).

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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



BYPL Best Safety  
Discom by  
CEA 2024



ICC-Innovation  
With Impact  
Awards- 2024



Best Customer  
Experience -2025



Digital  
Transformation  
Award 2025

DEC 2025

**BSES**  
BSES Yamuna Power Limited

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