

For your safety and security, get your electricity meter shifted to an accessible place >>



A few cases have come to our notice where impostors, masquerading as BSES officials, have gained / tried to gain unauthorized access into consumers' premises, ostensibly to check the meter / meter reading - posing a potential security risk to the occupants and the premises itself.

As per the DERC Supply Code and Performance Standards, 2007(Regulation 35(ii)), the electricity meters are required to be accessible to the Discoms for meter reading. However, there are cases, where the meters are installed in confined locations inside the consumers premises, necessitating entry of discom staff into consumer premises to take regular readings.

In the interest of their own safety, we appeal to our esteemed consumers to get their electricity meters voluntarily shifted to a safe, easily accessible and covered place outside the premises (for instance inside the main entrance gate, near the staircase, etc.) for easy access of BSES' authorized personnel. This will not only reduce the threat of unauthorized persons from gaining entry into your premises, but will also reduce the incidence of provisional billing due to inaccessibility of the meter.

For shifting their meter, consumers can call our helpline number 399 99 707. We will help complete the meter shifting formalities expeditiously.

Beware of Touts and Impostors! >>

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

Please remember:

- No BRPL staff or representatives visiting your residences is authorised to accept any cash transactions on account of BRPL.
- All enforcement, fines, penalties and other commercial payments are to be made only at designated BRPL offices.

Please ascertain and verify the identity of persons visiting your premises and claiming to be from BRPL. If in doubt or you notice anything suspicious, please immediately alert BRPL' Vigilance Office on 011-262 73 311(Between 9 am to 5:30 pm; Monday to Friday). On other days and timings, please call 399 99 707 or dial 100 and inform the local Police.

I-Cards for Safety >>

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

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

You can register a 'No Supply' complaint through Helpline no, IVRS & SMS >>



In case of 'No Supply', you can reach us in multiple ways.

Call 24x7 399 99 707

IVRS

Call 399 99 707 from your registered contact no and press 1 for 'no supply' and choose option 2 for IVRS based services. Your request will be automatically registered. If you are not calling from a registered no, please punch the CA/ CRN no for registering the request.

SMS

Type BSESRP < SPACE > NC < SPACE > Your 9 digit CA no. and SMS to 5-61-61-07