

BSES Mobile App: Register 'No Supply' complaints, Pay Bills and avail 'Door Step Services'

For your convenience, BSES has upgraded its Mobile App. Now, besides registering 'No Supply' complaint, you can also:

- Register for various **Door Step Services** like New connection, Name change, Load enhancement / reduction, Address correction and view Status of new connection
- Use **My Account** to View past and current billing details, Pay electricity bills, Download Last 5 bills (with payment details) and current bill (in PDF).
- Get messages on important subjects like Energy Conservation, Electrical Safety etc



Consumers can download this App from the BSES website www.bsesdelhi.com, under the section 'Customer Support' or from Google Play. Presently this App is only for Android phones.

Engaging with stakeholders

At BRPL, we believe in collaborating and engaging with our stakeholders. As part of the process, two meets were organised on November 3 and 6 at BRPL head office, where MLA's from South and West Delhi attended. In these highly interactive sessions, concerns and feedback was shared and discussed. They were also taken through the various achievements and important milestones of BSES over the years.



Dial 1800-10-39707 for Emergency (Fire & Shock) and Streetlight Complaints

Safety of our consumers is important to us! To promptly address emergency (Fire & Shock) and streetlight complaints, BRPL has a dedicated 24 x 7 toll-free number 1800-10-39707.

This dedicated number is over and above the existing option of registering emergency and streetlights complaints on BRPL 24 x 7 helpline number 399-99-707.

BRPL organises Aap Ke Dwar for Punjabi Bagh, Saket and Hauz Khas Divisions

BRPL regularly organises BSES Aap Ke Dwar, where an empowered team of senior officials hold interactive sessions with



the RWA / residents of an area for on-the-spot resolution of concerns and receiving first-hand feedback from the residents. Recently, it was organised for the residents of Punjabi Bagh, Saket and Hauz Khas divisions. These meets had a very encouraging response.

BRPL conferred with ICC award for Innovation & Impact in Demand side management

BRPL has been conferred with the prestigious Indian Chambers of Commerce (ICC) Award for "Innovation & Impact in Demand side management & Efficient Distribution operations". The award was conferred during the 9th India Energy Summit held on 4th & 5th Nov'2015 at New Delhi.

BRPL was acknowledged for its innovative and sustainable practices being undertaken to increase its system efficiency and manage the Demand - Supply situation more effectively. DSM initiatives undertaken by BRPL, like the distribution of LED bulbs, ToD implementation & Net Metering were well appreciated and acknowledged by the eminent awards Jury.

Electrician Training Program: Nominations invited from RWAs

BRPL routinely organises electrician training programs. The key objective for these programs is to train and educate neighbourhood electricians; especially those nominated by RWAs, on various issues relating to internal house wiring, electrical safety, prevention of short circuits and electrical fires, importance of installing Earth Leakage Circuit Breakers (ELCB's), and its various functions.

We are in the process of organising an electrician meet in December 2015. Nominations are invited from RWAs to nominate their local electricians. Those desirous can contact the nearest BRPL Customer Care Centre.



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