

BSES Mobile App: Register 'No Supply' complaints, Pay Bill 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.bsedelhi.com, under the section 'Customer Support' or from Google Play (Search BSES/BSES App). Presently this App is only for Android phones.

Over 1.8 million LED bulbs distributed in South and West Delhi

BSES in collaboration with EESL (Energy Efficiency Services Limited) is facilitating distribution of highly subsidised LED bulbs in its licensed area. Since the launch of the scheme in June 2015, over 2.9 million LED bulbs have been distributed. Of this, over 1.8 million LED bulbs have been distributed in BRPL' area of South and West Delhi. These will cumulatively lead to energy savings of a whopping 43 Million Units per annum (vis-à-vis CFLs).

Under the scheme, a consumer can buy upto 10 LED bulbs (per CA number) of 7 watt at a heavily subsidized price of Rs 93 each. Each of the LEDs is backed by the manufacture's 3 year warranty.



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.

Join BRPL' 'ZERO BALANCE' scheme* and get a chance to win Electric bikes, 40" LED TVs, Washing machines & Refrigerators



Get a cash-back of Rs 200# on your electricity bill by paying it a minimum 7 days before the due date through **paytm**



Also Win 7600 LED bulbs in 8 weekly draws

- Every week (in February and March 2016), lucky draws will be held, where 10 consumers from each of BRPL' 19 divisions will win 5 LED bulbs each, totaling 7600 LED bulbs.
- To qualify for the weekly draw, consumers have to clear all outstanding dues (if any) on their electricity bill and pay the same before the due date.
- These draws will be held on Fridays at 10:30am in the respective BRPL Division offices.
- The bumper draw will be held on 12th April 2016 at BRPL' Head office, BSES Bhawan, Nehru Place.
- To qualify for the bumper draw, consumers should pay their bills 7 days before the due date, clear outstanding dues (if any) and maintain a zero balance as on 31st March'16.
- Consumers having the billing due date in April 2016 are also eligible for participation in the scheme if they pay their bill by 31st March 2016.
- Consumers qualifying the criteria will be automatically selected for the respective draws.
- Names of the winners will be displayed on BSES' website and at Customer Care Centers.

* Terms and conditions apply

for scheme details, please log on to www.bsedelhi.com

Disclaimer: This 'cash-back' scheme is being operated solely by Paytm. BRPL is not liable for any claims arising on any grounds whatsoever in future in this context.

Apply for new connection, upload documents and pay – Online

Do you know that one can apply for a new BRPL electricity connection, upload documents and even make payment from the comfort of his/his residence or office? There is no need for potential consumers to visit a BRPL office.



All a person has to do is log on to BSES' website www.bsedelhi.com, click on the link 'New Connection Request' and complete the requisite fields and upload documents. After checking the technical feasibility, the demand note will be generated on-line. This can also be paid online.

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