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Press Release

Now BSES Consumers Can Register ‘No Supply’ Complaints Through Whats App**Whats App integrated with CRM tools like Intelligent Outage Management System**

New Delhi: In view of the unpredictable weather conditions leading to storms in the last few days, BSES Rajdhani Power Limited (BRPL) and BSES Yamuna Power Limited (BYPL) have made it possible for their consumers to register a ‘no supply’ complaint through their favourite messaging app – Whats App.

All a consumer has to do is save the BSES Whats Number in their phones ‘contacts’ list and send a Whats App message “#NC, along with their 9-digit CA number to 9999919123 for BRPL and to 8745999808 for BYPL.

Easy to send (Whats App Message)

BRPL (South and West Delhi)	#NC <Space> 9-digit CA Number to 9999919123
BYPL (Ease and Central Delhi)	#NC <Space> 9-digit CA Number to 8745999808

Their complaint number will be registered and they will be Whats Apped the complaint number. To provide a seamless resolution of the complaint, Whats App has been integrated with BSES Customer Relationship Management (CRM) tools like ‘Intelligent Outage Management System’.

Other Easy methods

Apart from using Whats App, BSES consumers can also register ‘No Supply’ complaints through a host of easy methods like BSES Mobile App, Twitter and Facebook. They can also register through the call centre number 19123 / 39999707 for BRPL and 19122 / 39999808 for BYPL.

While announcing the new initiative, a BSES spokesperson said, " BRPL and BYPL have taken several measures to meet the ‘summer challenges’. Deploying technology is one such important measure. It is not only making it easier for BSES to monitor and rectify disruptions in power supply, but also making it even more convenient for consumers to report about them".

BRPL & BYPL are premier power distribution companies and Joint Ventures between Reliance Infrastructure Limited and GoNCT.



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