

## Telephone: 399-99-808

From your registered phone number call on 399-99-808, for power outage press 1, for IVRS based services choose option 2. Your request will be registered automatically. If you are not calling from a registered number, then punch your CA number, your request will get registered.

## SMS: 5616108

Type BSESYP, space, write NC (No Current), space, Type 9 digit CA number (BSESYP—NC—CA No) and send it to 561 61 08.

## Mobile App

Download the App from www.bsesdelhi.com/Google Play. Click on the App, enter 9 digit CA number, select the service and register the request/ complaint.

## Safety Alert: Vertical and Horizontal Clearance of Buildings

S. No.	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.
1	Low or medium voltage line and service line up to 650 volts	2.5 mtrs. from the highest point	1.2 mtrs. from the nearest point
2	High voltage line up to and including 11000 Volts	3.7 mtrs. from the highest point	1.2 mtrs. from the nearest point
3	High voltage line above 11000 Volts and up to and including 33000 Volts	3.7 mtrs. from the highest point	2 mtrs. from the nearest point
4	Extra high voltage line above 33000 Volts	3.7 mtrs. (plus 0.30 mtrs. for every additional 33000 Volts or part thereof)	2 mtrs. ((plus 0.30 mtrs. for every additional 33000 Volts or part thereof)

Owners/occupiers are advised to remove unauthorised structures, buildings, projections, balconies, boundary walls etc immediately...

Note:- Violators of the above regulations 60 & 61 of Central Electricity Authority (Measures relating to Safety & Electric Supply) Regulations, 2010 will be personally responsible for any direct or indirect loss (life, property etc.) and liable for prosecution as applicable law.

**Please caution children to stay away from all prohibited / barricaded electrical installations.**

## ELCB

BYPL wants its consumers safe. To protect your near and dear from electric shock and accidents at home, please have ELCB (Earth Leakage Circuit Breaker) installed on electricity connections of 2 KW or more as per the law.

## GO CASHLESS: PAY YOUR ELECTRICITY BILL ONLINE / THROUGH MOBILE APP

Convenience...Anytime, Anywhere... Save Time



Please visit [www.bsesdelhi.com](http://www.bsesdelhi.com) for more details

Net banking

Credit/Debit Card

Mobile / E-Wallet

And Much More

## FEEDBACK

Send in your feedback to Corporate Communications, BSES Yamuna Power Limited. Registered Office: Shakti Kiran Building, Karkardooma Delhi-110032, CIN:U74899DL2001PLC111525 Tel: 011- 399-97-111/399-99-273 E-mail: [bypl.Feedback@relianceada.com](mailto:bypl.Feedback@relianceada.com) Website: [www.bsesdelhi.com](http://www.bsesdelhi.com)

41999808  
Streetlight

8588892156  
(Power theft related)

## Why do you face power outages!

BYPL strives to provide its 16 lakh 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 the 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 shut downs for preventive maintenance for system improvement (vii) Breakdowns at the distribution level due to illegal encroachments and (Viii) Stress on the network due to unplanned growth.

BSES appeals to the owners of such unauthorised constructions to remove their illegal and unauthorised constructions from near the electricity mains and installations.

At Your Service 24X7 : 399-99-808, Call 8010930719  
if somebody asks you for bribe for electricity related work

## Safety tips for consumers

- Install Earth Leakage Circuit Breaker (ELCB) at your home to avoid electric shock from any current leakages.
- Stay away from electrical installations like – electric poles, sub-station fencing, feeders, transformers, etc especially during monsoon.
- Do not touch electrical installations in any case.
- Do not extend your balcony/chajja near power lines, poles, etc. and do not dry your clothes on power lines.
- Stop children from playing near electrical installations even if they are barricaded.