

## You do not need to visit a BYPL office for availing a service

You don't need to visit a BYPL office for availing our services! You can do so from the comfort of your home using digital self-service touch points like the BSES Website, Mobile App, WhatsApp, Email, Call Centre and SMS. Our services are now at your fingertips!



ONLINE SERVICES	WEBSITE	MOBILE APP	EMAIL	WHATSAPP	CALL CENTER	SMS
Bill Information	✓	✓	✓	✓	✓	✓
Pay Bill	✓	✓	✓	✓	✓	✓
Bill Explanation			✓	✓	✓	
Billing & Meter Related Complaint	✓	✓	✓		✓	✓
Register for eBill	✓	✓	✓	✓	✓	✓
Register Load Change Request	✓	✓			✓	
Demand Note Payment	✓	✓				
Register New Connection Request	✓	✓			✓	
Self Meter Reading		✓		✓		✓
CHD Appointment	✓	✓			✓	
No Supply Complaint	✓	✓	✓	✓	✓	✓
Outage Update	✓	✓	✓	✓	✓	✓
Share Feedback	✓	✓	✓		✓	

## Safety First- Online Appointments only please!

For your own safety and that of others, please avoid non essential visits and paper transactions at our offices. Even if you have to visit a Division Consumer Help Desk (CHD), online appointment\* is now mandatory. This can be done on the BSES Mobile App, Website or by calling 19122. Please help us help you by maintaining social distancing at our offices.



\*This service is not for New Connections

## Send us a "Hi" and avail our WhatsApp services



Now, BYPL consumers can avail hosts of electricity related services on WhatsApp. The services available on BYPL WhatsApp platform include:

Self Meter Reading, Duplicate Bill, Bill Payment, Register Complaint, Complaint Status, Payments & Bill status, Streetlight Complaint, Electricity Consumptions, New Connection Status, Branches Nearby, and FAQs.

Just click on the link (in WhatsApp) and send a "Hi" to get started <https://www.bsesdelhi.com/web/bypl/whats-app-services>

Simply follow the step-by-step instructions.

Alternatively, save the BYPL WhatsApp number 8745999808 in your phone's contact list and enjoy our services through WhatsApp.

## Register 'No Supply' complaints through convenient options like Mobile App, Toll Free and Helpline Numbers



Toll Free 24x7  
19122

SMS  
5616108

Power theft related  
8588892156  
No Supply complaints  
8745999808

Streetlight  
41999808

Send in your feedback to Corporate Communications, BSES Yamuna Power Limited. Registered Office: Shakti Kiran Building, Karkardooma, Delhi-110032, CIN:U40109DL2001PLC111525, Tel: 011- 4124-7111/4124-9273 E-mail: [bypl.Feedback@relianceada.com](mailto:bypl.Feedback@relianceada.com), Website: [www.bsesdelhi.com](http://www.bsesdelhi.com)