
IMPORTANT
Consumer Related Information
During COVID - 19

Following slides will cover-

- Digital touch points
- CHD appointment & Call Back request
- How to view & download your bill
- How to pay bill online
- Register 'No Supply' complaint through digital platforms
- 'Self Checks' in case of power outage
- Safety precautions undertaken
- Preventive maintenance
- Solar initiatives and benefits

Digital TouchPoints

- **BSES Mobile App** –Avail host of services via our new BRPL Power App with enhanced features .To download on Android click bit.ly/38acNd3 & on iOS click apple.co/3kQpOxB
 - **Website:** www.bsesdelhi.com
 - **24X7 Helpline No.-** 19123 (Toll-Free)
 - **Email Id:** brpl.customercare@relianceada.com
 - **WhatsApp Service:** To get started simply send “Hi” to [8800919123](https://wa.me/8800919123)
 - **Ebill Registration:**
 - Type the given below SMS Text & send to [5616107](https://sms.5616107)
[BSESRP< space >EBIL< space >your 9 digit CAno.< space >your Email Id](https://sms.5616107)
 - **SMS Service** –For No Supply:
[BSESRP<space>NC<space>9 digit CAno. & send it to 5616107](https://sms.5616107)
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CHD (Customer Help Desk) Online Appointment

We urge you to avail BRPL services through our various digital channels & visit us only when absolutely essential.

CHD Online Appointment :

- Consumers can take prior appointment before visiting the CHDs for services related to Billing, Metering & Reconnection / Disconnection
 - On visit, please show your 'Appointment Confirmation' SMS at the CHD Entrance
 - **Modes through which CHD Appointment can be taken are as follows:**
 - BSES Website : www.bsesdelhi.com
 - BRPL Power App - Download BSES App via Play Store/ App Store
 - Call Center (Toll-free No : 19123)
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How to Book CHD Appointment

Follow these simple steps to book your CHD Appointment :

Through BRPL Power App & BSES Website:

Step 1: Click on the tab "Ask for Call back / CHD Appointment"

Step 2: Enter your 9 digit CA number.

(Select Online Appointment option - applicable for website only)

Step 3: Enter mobile no.(same or different as the registered No.) in which SMS is to be received

Step 4: Select "Service Requested" for which visit is required

Step 5: Select appointment date & timeslot

A confirmation message will be displayed and also a SMS will be sent to the Mobile No.

Through Call Center (Toll-Free No:19123):

- Our call center agent will guide you on how to take appointment through BRPL online modes and will send a SMS link through which appointment can be booked
- If you want, our representative can generate appointment on your behalf also.

CHD (Customer Help Desk) Call Back Request

We urge you to avail BRPL services through our various digital channels & visit us only when absolutely essential.

CHD Call Back Request:

- Consumers can request for call-back for issues related to Billing, Metering, Reconnection / Disconnection & Security Refund

- **Modes through which CHD call back service can be availed :**

❑ BSES Website : www.bsesdelhi.com

How to Book CHD Call Back Request

Follow these simple steps to request for a call-back:

Through BSES Website:

Step 1: Click on the tab " Ask for Call Back / CHD Appointment"

Step 2: Enter your 9 digit CA number. Select Call Back request option.

Step 3: Enter details like Issue, Mobile No (same or different as the registered No.) on which call back is to be received, WhatsApp number, Senior citizen status & Issue description. Attach supporting documents, if any.

Step 4: Click Submit to receive a call back

A confirmation message will be displayed and also a SMS will be sent to the Mobile No.

How To View & Download Your Bill

You can view & download your BSES bill through our various digital platforms:

- **Simply click** on the link given in the SMS received on your registered mobile number on bill generation & for payment reminder
- **WhatsApp Service :**
 - You can also download your bill through WhatsApp by simply sending “Hi” on [8800919123](tel:8800919123)
- **Website & MobileApp :**
 - Log –in to your “MY ACCOUNT” & Select “CurrentBill Download”
- **Ebill Registration:**
 - Type the given below SMS Text & send to [5616107](tel:5616107)

[BSESRP< space >EBIL< space >your 9 digit CA No.<space>your Email Id](#)

How To Pay Bill Online

Be Safe & Go digital! Use BSES website, MobileApp & other payment platforms from the comfort of your home.

Quick pay through BSES Website:

Step 1: Visit our website www.bsesdelhi.com & choose your service provider

Step 2: Click on the "Payments" tab & enter your 9 Digit CANo. & the given captcha code

Step 3 : Verify your details & click "Next" to proceed for your bill payment

Step 4: Choose from our various gateway options (Paytm, Bill desk (PhonePe, Net banking , Credit/Debit Card, UPI etc.) to make your payment

Alternatively , you may log-in to “MyAccount” & select “Pay Now” to make your payment

How to Pay Bill Online

Quick pay through BSES Power App :

Download & install BSES Power App on Google Play Store/AppStore

Step 1: Click on “Instant Payment” to make quick & easy payment

Step 2: Submit your 9 digit CANo.

Step 3 : Verify your consumer details & click “Proceed” to make your payment by choosing any one of our various gateway options(E-wallets ,Net banking & Credit/ DebitCards)

Alternatively, you may log-in to your “My Account” & select “Pay Now” to make your payment

How To Pay Bill Online

Pay via E-Wallets:

Consumers can pay directly through e-wallets, websites & App

Step 1: Choose BSES Rajdhani Power Limited as “Electricity” or “Utility” provider, or which you would like to initiate the payment

Step 2: Enter your CAno. & other details

Step 3 : Verify your consumer details & proceed to make payment of your bill

Register 'No Supply' Complaint Through Digital Platforms

- **WhatsApp**: Simply send “Hi” to [8800919123](tel:8800919123)
- **BRPL Power App** : Download & install from Google Play Store or AppStore and select “No Supply” option to register your complaint
- **BSES website** :
<https://www.bsesdelhi.com/web/brpl/no-supply-complaint>
- **Call us at** : [19123](tel:19123) (24x7 toll free helpline)

'Self Checks' In Case Of Power Outage

Help you to rectify a power outage at the earliest! Before registering a complaint check the following at your premises.

Step	Check	Situation	Action/Outcome
Step 1	Electricity at your neighbor's place & neighborhood, street light (during the night)	If they have electricity & you don't	Go to Step 2
		If they don't have electricity	Register a complaint
Step 2	MCB / ELCB / Fuse	If it has tripped	Switch it on- Electricity Restored
		If it is tripping repeatedly - Find out the reason for the tripping, usually an electric appliance may have caused it	Call your local electrician
		If MCB / ELCB / Fuse are fine	Go to Step 3
Step 3	Electricity Meter	If the meter has electricity	It is an internal fault, call your electrician
		If the meter does not have electricity	Register a complaint



Safety Precautions Undertaken

Being an essential service, BSES is always geared to ensure quality and reliable power supply to its consumers. We are closely watching the evolving Corona Virus situation in the National Capital and taking all appropriate measures to ensure reliable power supply to our consumers, without compromising the safety of our employees and consumers.



PPE KITS & MASKS PROVIDED TO BSES STAFF

Safety Precautions Undertaken



BSES @ WORK: DAILY SANITIZATION OF SPACES

Steps taken by BRPL:

- A) Providing reliable & safe power supply during pre and post lock-down period to its 26 lakh customers.
- B) Taking pro-active steps to prevent a network fault from becoming serious.
- C) Ensuring utmost care & safety of our employees by maintaining social distancing and strictly following the safety guidelines issued by the Government in its fight against Covid-19.

Safety Precautions Undertaken

- Electrical network and manpower details availability in all hot spot areas.
- Quarantine areas have been identified to ensure uninterrupted power supply & to ensure safety of BRPL staff working in these areas.
- List of hospitals & quarantine facilities are analyzed for availability of second source of supply for ensuring no interruption/ minimal time interruption in case of any unforeseen breakdown
- Contingency plan for all Bijli Seva Kendra & Operations & Maintenance offices in case any office affected by Covid cases
- A back-up systems operation & network center has been established to maintain continuity of business

Safety Precautions Undertaken

Network strengthening work and replacing faulty assets:

- Replacement of faulty HT/LT sections
- Replacement of faulty transformer (DT/HVDSDT)
- Maintenance of repeated faulty network/equipment

These are required to ensure safe & quality power supply. For ensuring the same, support is required from the residents to follow the Govt guidelines on maintaining social distancing & other necessary measures.

Preventive Maintenance

What is Preventive Maintenance?

➤ The care, servicing and maintenance of the power distribution equipment and facilities to detect potential faults and take timely preventive actions to prevent major defects.

Why we do Preventive Maintenance?

➤ During the summer months, electricity equipment/ network can get overstressed due to continuous higher load, beyond its rated capacity. This has the potential to cause faults on account of any loose contacts/accumulation of dust etc.

Through preventive maintenance, all equipments and networks are checked in accordance with their standard check sheet and any loose contacts/hotspots and even tree touching the equipment are corrected to avoid any long/ frequent outages in the area.

Go Solar – BRPL Solar City Initiative

BRPL Solar City Initiative is one of a kind solar rooftop program by BRPL.

Our Aim:

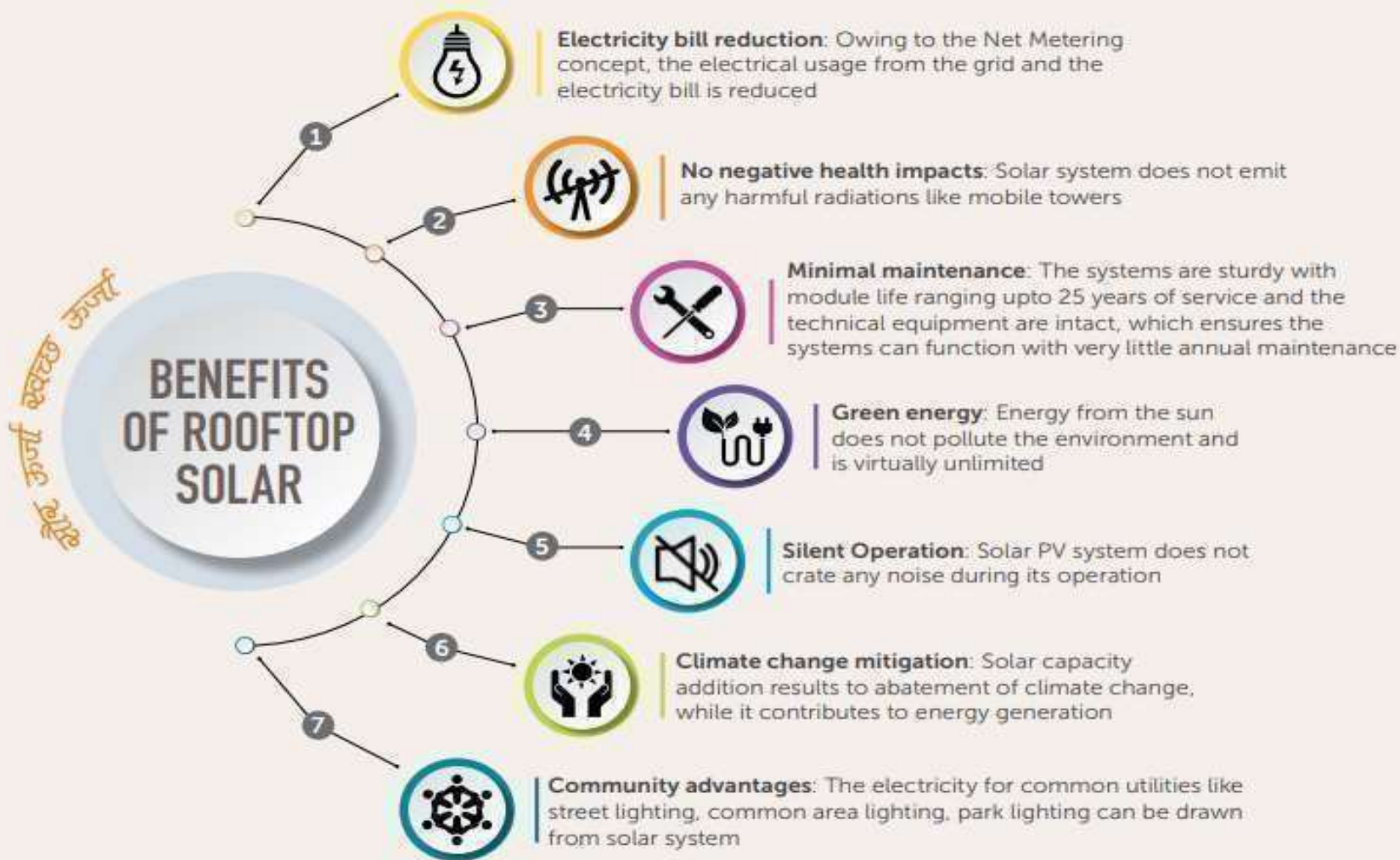
- To accelerate rooftop development within the utility jurisdiction by aggregating consumers and bringing in the necessary participation from solar rooftop developers.
- The program also aims at educating consumers about the benefits of solar energy while ensuring strict quality compliance of the systems being setup.
- Going solar will also help consumers avail GNCTD schemes.

To know more please visit: <http://solarbse.com>



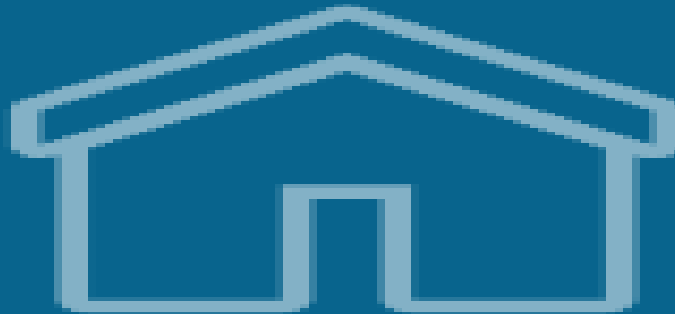
The poster features the BSES logo at the top left and a small solar panel icon at the top right. The main headline reads "Be a Part of Delhi's Solar Rooftop Revolution" in green and blue, followed by "Produce Solar Energy – Save on Energy Bills" in white on a blue background. Below this, it states "BRPL launches Solar City Initiative" in white on a blue background, and "India's 1st utility anchored solar rooftop consumer aggregation program" in black on a yellow background. A section titled "Advantages" lists three points: 1. Let your trusted electricity supplier provide you with the most reliable and cost effective solar rooftop solutions. 2. One stop shop for solar rooftop, hassle-free interconnection process, insurance permissions, and no delays in getting approvals. 3. Quality assurance and timely execution. Below the advantages, there are two panels comparing electricity bills. The left panel shows a bill of ₹648 before solar and ₹5.27 after solar, with a saving of ₹2. The right panel shows a bill of ₹648 before solar and ₹5.63 after solar, with a saving of ₹2. At the bottom, there is a graphic with a lightbulb, a globe, and solar panels, symbolizing clean energy and environmental benefits.

Go Solar – Benefits Of SolarRooftop



Appeal To Our Esteemed Consumers

STAY HOME,
STAY SAFE,
SAVE LIVES



**TOGETHER WE
CAN OVERCOME**

THANK YOU