

BSES

BSES Yamuna Power Limited

Regd Office: Shakti Kiran Building, Karkardooma, Opp Karkardooma Court, Delhi-110032

A joint venture with Govt of NCT, Delhi

Citizen's Charter



इंटिग्रेटेड मैनेजमेंट सिस्टम पॉलिसी

बीएसईएस यमुना पावर लिमिटेड कानूनी, नैतिक, पर्यावरण हितैषी, स्वस्थ व सुरक्षित तरीकों से, अपने सभी उपभोक्ताओं व शेयरधारकों को लगातार बेहतर, गुणवत्तायुक्त व विश्वसनीय सेवाएं देने को प्रतिबद्ध है।

BSES Yamuna Power Limited is committed towards continual improvement in its quality and reliability of services to all customers and other stakeholders in an ethical, lawful, environment friendly, safe and healthy manner.

ਬੀਐਸਈਐਸ ਯਮੁਨਾ ਪਾਵਰ ਲਿਮਿਟੇਡ ਕਾਨੂੰਨੀ, ਨੈਤਿਕ, ਪਰਿਆਵਰਣ ਹਿਤੈਸ਼ੀ, ਸੁਅਸਥ ਅਤੇ ਸੁਰੱਖਿਅਤ ਤਰੀਕਿਆਂ ਨਾਲ, ਆਪਣੇ ਸਾਰੇ ਉਪਭੋਗੀਆਂ ਅਤੇ ਸ਼ੇਅਰਧਾਰੀਆਂ ਨੂੰ ਲਗਾਤਾਰ ਬਿਹਤਰ ਕੁਆਲਿਟੀ ਦੀ ਅਤੇ ਭਰੋਸੇਯੋਗ ਸੇਵਾਵਾਂ ਦੇਣ ਲਈ ਵਚਨਬੱਧ ਹੈ।

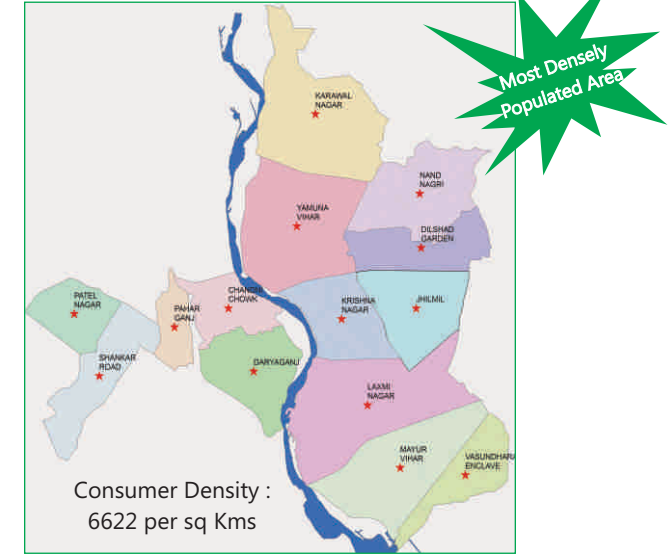
بی ایس ای ایس یمنی پاور لمیٹڈ اپنے سبھی صارفین و شیئر ہولڈروں کو قانونی، دوستانہ ماحولیات، صحت مند و محفوظ طریقوں سے مسلسل بہتر خصوصیات اور قابل اعتماد خدمات دینے کیلئے عہد بند ہے۔

Ramesh Narayanan
Chief Executive Officer

New Delhi

We are pleased to present the 'Citizens Charter' - a handy reference guide to BSES Yamuna Power Limited operations in East and Central Delhi.

BSES Yamuna Power Limited- Area of Operation



BSES Yamuna Power Limited (BYPL) a joint venture with the Government of NCT of Delhi is engaged in the business of power distribution in Central & East Delhi (geographical area of around 200 sq kms) since 2002.

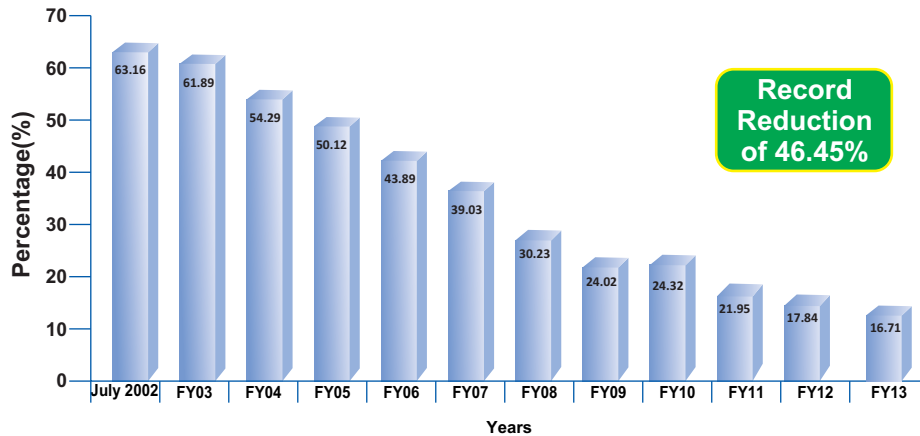
BYPL has a customer base of over 13.2 lakh and covers a population of nearly 53 lakh. The company has been recognized for achieving a record AT&C loss level reduction of 46.45% in 11 years of its operations. The company is widely recognised for successfully bringing down AT&C losses from a high of 63.16% in July 2002 to below 17%. BYPL is an ISO 14001:2004 & OHSAS 18001:2007 certified company.

Consumer Profile

	BYPL
Domestic	986,828
Non-Domestic	313,199
Industrial	18,858
Agriculture	65
Others	5,448
Total	1,324,398*

*Customer Base as of 31 March' 2013

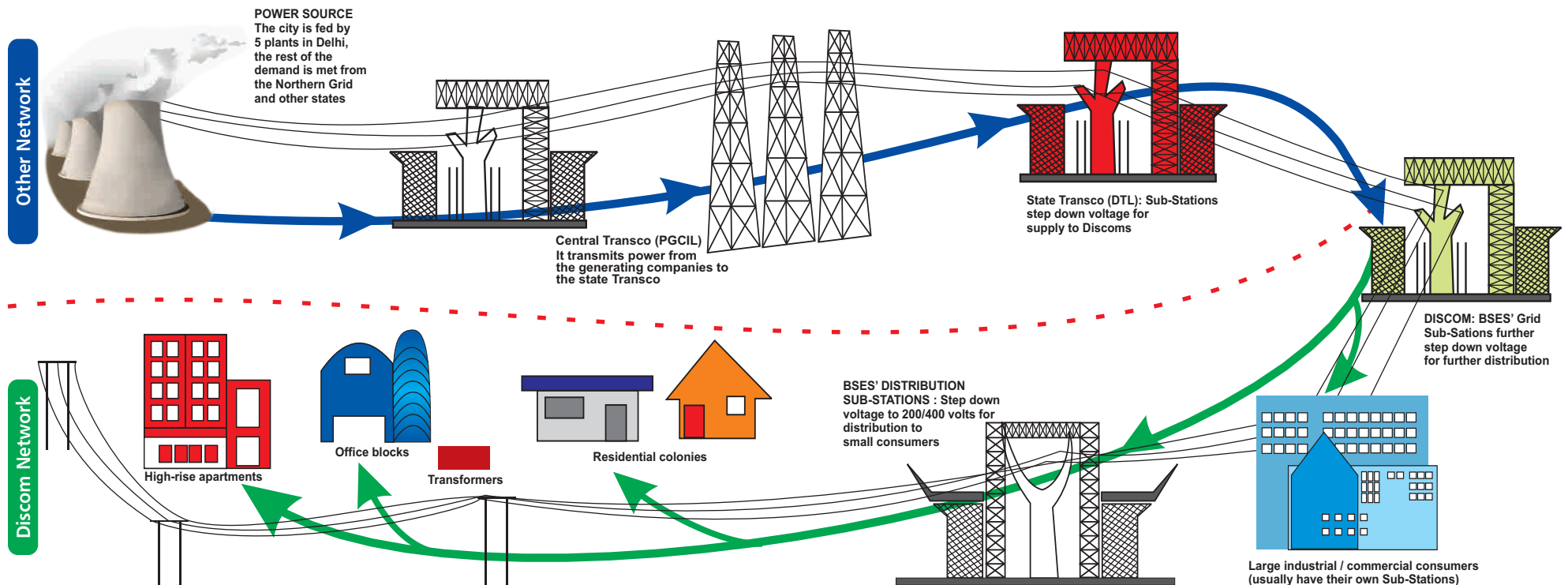
BSES Yamuna Power Limited - AT & C Loss Reduction



Record Reduction of 46.45%

4.2% loss reduction per year against National average of 0.5%

How do you get power?



Here's How Your House Gets Powered...

In July 2002, the erstwhile Delhi's Electric Supply Undertaking (DESU) was divided, or unbundled as it is technically described, into three entities-Genco (power generating company), Transco (power transmission company) and Discoms (power distribution companies).

Only the distribution part of the electricity business that was privatized. The task of power generation and transmission remained in the hands of government controlled entities-Genco & Transco. For distribution purposes.

Delhi was divided into three zones. BSES assumed charge for two of these three. Thus were born BSES Yamuna and BSES Rajdhani Power Limited.

The crucial upshot: BSES brings electricity to your homes, but it is not responsible for

generation(Genco) or transmission(Transco). BYPL distributes power after sourcing it from many generating stations spread across the country

- Genco generates power and steps it up to 33/66 KV and then to 220 KV before sending it to Transco.
- Transco receives power at 220 KV and steps it down to 66/33 KV before sending it to Discoms.
- Discoms (BSES) receive power at 66/33 KV and step it down further to 11 KV before feeding it to the distribution transformer.
- Finally, thousands of BSES' distribution transformers step the power down to 0.4 KV and reaches it to your homes.

Charges

New Connection

The charges payable depend on the Tariff Category and Sanctioned load:

- (i) Advance Consumption Deposit/Security Deposit is dependent on Sanctioned load and tariff category, as specified in the table below:

S.No.	Category	Amount (Rs./KW)
1.	Domestic	600.00
2.	Non-Domestic	1500.00
3.	Industrial	1500.00
4.	Agriculture	300.00
5.	Street Light	1500.00
6.	Railway, DMRC	1500.00
7.	Mushroom Cultivation	600.00
8.	Temporary Connection:	300.00
	• Upto 3 days	500.00 per 7 days block or
	• Upto 7 days and multiple thereof, in block of 7 days	part thereof 1.5 times
	• For regular use/construction works	relevant category

Source: Table 3, Delhi Electricity Supply Code and Performance Standards Regulations 2007

- (ii) In case area/colony is electrified, the Service line and development (SLD) charges shall be payable by all the consumers irrespective of whether it is electrified or unelectrified area. The SLD charges as given in Table below would be leviable.

S.No.	Sanctioned Load	Amount (Rs.)
1	Upto 5 KW	3000.00
2	More than 5 KW upto 10 KW	7000.00
3	More than 10 KW upto 20 KW	11000.00
4	More than 20 KW upto 50 KW	16000.00
5	More than 50 KW upto 100 KW	31000.00
6	More than 100 KW (at 11 KV)	50% of the cost of HT cables/lines/switchgear

Source: Table 4, Delhi Electricity Supply Code and Performance Standards Regulations 2007

Just dial 399-99-808 and press...



save time, save fuel, save money
log on to www.bsedelhi.com

Tariff Category/Load Change

- (i) Advance Consumption Deposit/Security Deposit depending on the final and original tariff category (that shall be applicable after load/tariff category change), as specified in Table below:

S.No.	Category	Amount (Rs./KW)
1.	Domestic	600.00
2.	Non-Domestic	1500.00
3.	Industrial	1500.00
4.	Agriculture	300.00
5.	Street Light	1500.00
6.	Railway, DMRC	1500.00
7.	Mushroom Cultivation	600.00

In case of tariff category change, if the original receipt for the security deposit paid is produced, only the differential Security Deposit amount shall be paid by the customer after due verification of the receipt by BYPL.

In case of Load Change, Security is required to be paid only on the incremental load.

- (ii) Service Line cum Development charges would be payable in case a service line change is required. The charges would depend on the final sanctioned load as specified in Table below:

S.No.	Sanctioned Load (KW)	Amount (Rs.)
1	Upto 5	3000
2	More than 5 upto 10	7000
3	More than 10 upto 20	11000
4	More than 20 upto 50	16000
5	More than 50 upto 100	31000
6	More than 100 (at 11 KV)	50% of the cost of HT cables/lines/switchgear

Source: Table 3, Delhi Electricity Supply Code and Performance Standards Regulations 2007

Availing a service - New Connection & more

Applying for a New Connection, Load Enhancement / Reduction, Name Change, Address Correction, Category or Tariff Change...now you can avail of these services without leaving the comfort of your home. Just call BYPL's IVRS based Call Centre number 399-99-808 and select the Door Step Service "DSS" option or simply visit the website www.bsesdelhi.com and fill up a simple request form.

Subsequent to your request, a BYPL representative will visit your residence at a

mutually convenient time and help you complete the required commercial formalities (including Application Form, Affidavits, and Indemnity Bonds etc) and collect the requisite documentation within a stipulated timeline.

Documentation

Documents required for availing services like New Connection, Load Enhancement and Name Change include:

1	Passport Size Photograph of Applicant
2	Electrical Contractor Certificate for Internal Wiring (in the prescribed form)
3	Fire Fighting / Lift Safety Certificate (wherever applicable)
4	Address Proof - Any of the following: <ul style="list-style-type: none"> a. Electoral Identity Card b. Passport c. Driving License d. Ration Card e. Photo Identity Card issued by any Govt. Agency
5	Proof of Ownership / Occupancy (any of the following): <ul style="list-style-type: none"> a. GPA b. Possession Letter c. Rent Receipt with Proof of Ownership of Landlord D. Lease Agreement
6	No Objection Letter of Landlord along with Proof of Ownership of Landlord.
7	Other Documents: applicable for selected consumer category: <ul style="list-style-type: none"> a. Industrial <ul style="list-style-type: none"> Valid Industrial License / Lal Dora Certificate in case of rural areas b. Agricultural Consumers <ul style="list-style-type: none"> i. Certificate of Residence from Block Development Officer ii. No Objection Certificate from Development Commissioner / Block Development Officer for Tube wells. c. Non-domestic for Khokhas and Temporary Structure <ul style="list-style-type: none"> i. The Bazaari Receipt Number ii. No Objection Certificate for Khokhas / Temporary Structure for Municipal Corporation of Delhi / Delhi Development Authority / Land Owning Agency

The Delhi (Right of Citizens to Time Bound Delivery of Services) Act, 2011

- ◆ BYPL services relating to New Domestic Connection are covered under this Act
- ◆ Under the Act, New Domestic Connections are to be provided within 35 days (subject to completion of commercial formalities as per the DERC Supply Code 2007)
- ◆ Penalty (On Demand) for a delay beyond 35 days to be levied on defaulting employees of BYPL @ Rs 10/ per day with a maximum of Rs 200/- per case
- ◆ Penalty deciding Authority
 - Competent Officer : Dy. General Manager & Head - Meter Management Group (MMG)
 - Appellate Authority : Asst. Vice President & Head - Door Step Services (DSS)
- ◆ Applications for New Domestic Connections (complete in all respects) can be tracked through GoNCTD website www.esla.delhi.gov.in and the nearest Jeevan Centre
- ◆ For any query, clarification/status of the application, please contact 011-399-99-808

DERC Timeframe For Various Services

S. No.	Commercial / Metering Queries / Requests	DERC Timeline (Days)
1	New Connection Demand Note after Application Received	7
2	New Connection - Energisation after payment of Demand Note (Electrified)	12
3	New Connection - Energisation after payment of Demand Note (Un-Electrified)	180
4	Temp. Connection - Energisation after payment	7
5	Load Enhancement - Energisation after payment of demand note	12
6	Load Reduction sanction (effect from next billing cycle)	10
7	Testing of Meter after payment	15
8	Replacement of Faulty Meter (stop, slow, fast, glass broken)	30
9	Replacement of Burnt Meter	3
10	Final Bill (Disconnection request)	5
11	Reconnection after payment (Normal/Dormant)	2
12	Delay of Meter Energisation after Security Deposit	15
13	Shifting of Meter/Amalgamation of Meter	15
14	Category Change	10
15	Re-Sealing of Meter (New)	-

S. No.	Billing Queries Request	DERC Timeline (Days)
1	Name Change	2 Billing Cycle
2	Billing Complaints	15
3	Bill Not Received	1
4	Final Bill (Vacating Premises)	23
5	Special Reading	7
6	Refund of Security Deposit	60
7	Correction of Security Deposit	-
8	Name Correction/Address Correction	60

'Cool Ideas' from BSES

Sun control films

insulate your home and office from solar radiation, reducing air-conditioning costs by 5-10%.

White tiles or paint on your roof

can cut air-conditioning costs by 20%.

Switch off appliances

instead of leaving them on 'Stand-by' mode. Remember: When your appliances are in 'sleep' mode, your electronic electricity meter is wide awake.

Line windows and walls with plants

reduce air-conditioning costs by 40%.

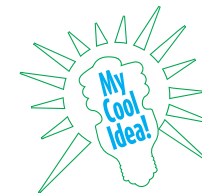
The computer monitor

uses more than half of the energy consumed. Turn it off even if you have to leave the computer on. Remember: Screen savers do not save energy.

Switch to LED lighting

It is eight times more energy efficient than incandescent bulbs and twice as energy efficient as CFL.

Got a 'Cool Idea'?
Share with us and we'll share
with over 1 crore Delhiites



Click the logo 'My Cool Idea' on www.bsesdelhi.com and share your thoughts with us.

Save Energy, Save Money

Our customers share 'Cool ideas' on energy conservation...

- We should promote programmes to educate the masses on ways to save electricity and the need to conserve power. J.P. Goel 25/6 Anand Parbat Industrial Area, New Delhi-110005
- Set A/C thermostat timer at 25-26 degrees, this is an ideal temperature. Remember to switch off all the lights, fans when not in use. Mr. Balwant Singh Bora 43-C, Pocket-A-2, Mayur Vihar-3, Delhi- 110096
- Put white tiles on roof. Ashish Roopak, 26/ 179, West Patel Nagar, Delhi-110008
- Children should be educated to save energy. Shobha Sharma, 887, Janta flat, GTB Enclave, Delhi-110093
- Replace worn out & old internal wiring save power. Sunil Khemka, Ramjas Primary Public school, Ansari Road, Delhi-110002
- All outdoor lights including streetlights should be controlled through LDR sensors. Timer combinations could be used instead of timers to save electricity. Abhishek Saini, Surajmal Vihar, B Block, Delhi-110092
- Maximize natural light make sure curtains & blinds are fully open rather than switching on a light. Krishna Kant, student, Siddharth International Public School Pkt-B, East Loni Road, Nand Nagri, Delhi-110093
- Keep a tab on power theft taking place in your area - inform authorities. Harsh Chaturvedi, D-276, New Ashok Nagar, Delhi -110096
- Use star rated appliances and cover the roof with white tiles. Grow more trees. Reduce usage of ACs. Mukesh Tanwar, 179, Govind Khand, Near Vivek Vihar, Delhi- 110095
- We store energy from the natural source and convert it into electrical energy like solar energy convert into heat energy eg. solar cooker-reduce electrical appliances in our house. Himanshu Chaudhary, Siddharth International Public School Pkt-B, East Loni Road, Nand Nagri, Delhi-110093
- Educate public by convincing them of the importance of energy conservation, since rich people think that by using high powered systems of electricity, they are exhibiting their status. GB SIngh, 85, Mausam Vihar, Delhi-110051
- Energy conservation ideas should be displayed at public places, schools and classrooms. Equipments helping in detecting Earth Leakage should be kept at home. Consumers saving electricity to a great extent should be appreciated. Do not use heaters. Mohd. Aakil, L-235, Sunder Nagar, Delhi-110093

- Use car battery power with the help of car chargers as well as car power invertors (converts 12 V to 220-300 V) available in cars for charging portable devices such as DVD players, Laptop, Mobile, Phone Ipod e.t.c. Divakar Kataria New Rajinder Nagar, Delhi-110060
- Defrost frozen food in the fridge since this helps to cool the fridge. Sh. Mohd. Nooruddin, B-383, G.N.3, Indira Vihar, Delhi -110094
- It should be made compulsory to use alarm device in water tank. It will help in saving water along with electricity. Dinesh Kumar, 377/2, Bholu Nath Nagar, Shahdara Delhi -110032
- Do not put hot vegetables or milk in fridge. Aura Simolay, Flat No.-24, Pocket-5, Mayur Vihar-I, Delhi-110091
- Use earthen pot in place of fridge, hand fan instead of electronic one and donot use washing machine for washing clothes. Wash them with hands.This will help in saving electricity worth Rs 2000 month. Amiruddin Saifi, Aman Chowk, Old Mustafabad, Delhi-110094
- Instead of using electric hair dryer - dry hair in the sun. Motivate kids to play outdoor games more, rather than playing video games or net surfing. N Watal, I.P. Extn, Delhi-110092
- We can reduce electricity bills by imparting education to uneducated section and providing them knowledge about the proper usage of electricity and effects of its misuse. Deepika Rawat, Urja Vihar, Nirman Vihar - Delhi 110092
- When water pump is being used try and switch off air-conditioner for some time. Chunni Lal, 187-B, Gautam Marg, Johripur Delhi -110094
- Dry clothes in open instead of washing machine. Open windows to cool the house in evening time. Use air coolers instead of air conditioners. Sudhanshu Saini, DAV Public School, Class-9, Shreshtha Vihar, Delhi-110092
- Do not over charge electricity gadgets and mobile. Izhar, 586, Gali Kumharan, Behind Delite Cinema, Delhi-110006
- Check how many hours or times a week you are using the washing machine. If washing machines is used 3 times a week reduce it to twice a week and try washing clothes by hand this is good exercise too. T V Murali, 151 F Pkt, Mayur Vihar Ph1, Delhi-110091
- During winter season, switch off fridge from 8 pm to 6 am. It will save electricity. S.B.Swarnkar , C-216 Minto Road Area complex, Delhi-110002
- Don't keep TV on stand by mode. Share one room during day time, use one AC. Use & buy energy saving appliances. Have a master switch off for all lights. Switch off lights in unoccupied rooms. SC Jarrel, MBS Wellness clinic, 15-DDA Market, Madhuban, Delhi - 110092

Safety First - Do's and Don'ts

Observe these simple Do's and Don'ts and help keep friends, family and yourself safe!

Do's

- ✓ Carry out all electricity related work only after switching off the power supply.
- ✓ In case of an electrical fire, immediately switch off the power supply and extinguish it using sand, carbon dioxide or dry powder extinguishers. Do not use water.
- ✓ Provide effective Earthing for all electrical appliances and install Earth Leakage Circuit Breaker (ELCB) to prevent electrical shocks.
- ✓ Old and damaged wiring, where insulation has worn out, should be immediately replaced.
- ✓ For all electrical appliances, use properly earthed 3-pin plugs.
- ✓ Electrical appliances should be kept away from damp & hot surfaces and from flammable goods.
- ✓ Contact a qualified electrician in case of dim or flickering lights, sparks and buzzing sounds from electrical appliances. They are signs of a potential hazard.
- ✓ Keep away from overhead electricity lines and cables and do not touch broken wires.
- ✓ Avoid joints in the wiring. All necessary joints should have proper taps / insulation.

Don'ts

- × Don't go near any place where 'Danger' / Caution board is placed.
- × Don't climb a tree that has power lines running through or near it.
- × Never climb utility poles or play near fencing around substations.
- × Don't touch switches / plugs with wet hands.
- × Don't fly kites near High Tension electrical wires.
- × Don't allow children to play in waterlogged areas near electrical installations.
- × Don't use broken electrical fittings, replace them immediately.
- × Don't use metallic wires near electric cables for hanging wet clothes.
- × Don't use electrical appliance or talk on the phone during an electric storm.
- × Don't insert wires directly into the plug socket without a matching plug pin.
- × Don't touch a bare wire i.e. without insulation. It may be live.
- × Don't provide for a fuse on a neutral circuit.

SAFETY ALERT: VERTICAL & HORIZONTAL CLEARANCES OF BUILDINGS



ISSUED IN PUBLIC INTEREST.

Attention building/shop owners/residents & general public

Extending buildings, structures, projections, balconies chajjas or boundary walls etc during or after the construction of authorised electrical mains or associated electrical installations **must comply with the provision of Rule 79 & 80 of the Indian Electricity Rules 1956, and related provisions of the Electricity Act, 2003 (Sec 53& 68(5) read with Section 161)**



Minimum vertical & horizontal clearances required to be maintained from the electricity mains and electrical installations to avoid any mishap or fatal accident as per Rules 79 & 80 Indian Electricity Rules 1956 are:

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 Rules 79&80 Indian Electricity Rules 1956 will be held personally responsible for any direct or indirect loss (life, property etc) and liable for prosecution as per applicable law.

For clarifications, call BYPL O&M office at 399 99 808

A responsible Corporate Citizen

Pro-environment

- BYPL's 49th and 50th 66/11 KV grid stations are green grids.
 - ▶ Both the control room buildings measuring 32mt X 13.6mt each are built with fly ash bricks
- Converted 14,000 sq ft meters terrace space on BYPL Head office and field office at Shrestha Vihar "white roof" to reduce "urban island heat effect"
- More than 1/3rd of energy sourced for BYPL distribution area is clean green energy.
 - ▶ 18% hydro power plant
 - ▶ 17% gas based power plant
- Providing charge ports for recharging Pedicabs to promote green energy
- 1st discom to provide network of 31 electric vehicle charge ports to promote cleaner, greener personal transportation
- Special promotion with electric scooter manufacturers for BYPL staff
- Organises paperless Lok Adalats together with Delhi High Court Legal Services



Committee for faster resolution of pending cases in various courts.

- Facilitating paperless initiative by providing e-bills to customers
- Installation of maintenance free packaged ring main units (RMUs) eliminating oil based transformers
- Promoting Solar energy usage
 - ▶ REAP (Renewable Energy Assisted Pumps) – over 100 installations in the city
 - ▶ Generation of 345KW solar power from rooftop installations at 10 locations

Increasing Delhi's green cover

- BYPL planted over 5,000 trees-across its locations
- Encourages tree plantation amongst children of BYPL staff and Vishisht Sahayogis

Awareness Campaign

- Engages NSD troupes to conduct Nukkad Natak on power conservation, safety and anti power theft related issues at various locations.
- Partners with World Wildlife Fund(WWF) for annual Earth Hour campaign on last Saturday of March to create awareness on global warming to more than 13.2 lakh customers. BYPL customers saved 70 MW in 2013, 65 MW in 2012, 85 MW in 2011 and 77 MW in 2010 through this initiative.
- Ties up with energy efficient electrical appliance makers eg Indo Asian, Finolex, Osram for CFL/LED promotion in its area. Approximately 3 lakh CFLs sold leading to energy saving of approximately 17 MW in BYPL area.
- BSES' My Cool Ideas campaign elicits 'cool' ideas and suggestions from customers to reduce power consumption and encourage energy conservation. Over 1500 customers have participated in the campaign which is promoted through the

website www.bsesdelhi.com and Synergy, the bilingual, bi-monthly news updates sent with over 30 lakh bills.

Lending a helping hand

- Organises annual "Arpan" warm clothes donation for distribution to destitutes
- Twice a year(on 28th December & 6th July), voluntary blood donation camps held with Red Cross, Government Hospitals and Rotary Club
- Distributed thousands of food packets to flood affected
- Contribution to Prime Minister's Relief Fund

School children pass on power conservation message

- Energy conservation programmes included in SUPW curriculum of schools
- Student rallies in neighborhoods to spread energy conservation message
- Produced two short films -Zaheera ka Sapna - on Safety matters and Khurana Gharana - on energy conservation made in collaboration with ACORD - (Asian Centre for Organisation Research and Development). Besides promoting it through youtube, it has been screened in 140 schools in East and Central Delhi to effectively convey the message to both students and teachers.

Employee Centric

- Self Defence Trainings conducted. Since 2011, BYPL in collaboration with Delhi Police has conducted 10 day Self Defence Training programme for BYPL women employees and for ladies of BYPL team members' families.
- Promotes Health of BYPL Team members – Organises Annual Sports meets, health check up camps, and the recently inaugurated Dispensary and Gym for BYPL Team members.

IVRS Registration For "no Power" Made Easy - No More Call Waiting

Procedure for registering a power supply query on IVRS

Step 1 – Dial 399 99808

Step 2 – Choose Language (Hindi/English/Punjabi/Urdu)

Step 3 – Press 1 for Power Supply Query

Step 4 – Press 2 to enter your CA /CRN Number

Step 5 - Query No. is announced & registered in the system

Procedure for requesting a duplicate bill on IVRS

Step 1 – Dial 399 99808

Step 2 – Choose Language (Hindi/English/Punjabi/Urdu)

Step 3 – Press 7 for registering Duplicate Bill request

Step 4 – Press 2 to enter your 9-digit CA Number

Step 5 - Request No. is announced & registered in the system

Availing SMS services on 5-61-61-08

Service	SMS code
• For New Connection	BSESYP < space > NCX
• For Temporary Connection	BSESYP < space > TCX
• For Address Change	BSESYP < space > ACH < space > your 9 digit CA #
• For Load Change	BSESYP < space > LCH < space > your 9 digit CA #
• For Name Change	BSESYP < space > NCH < space > your 9 digit CA #
• For Category Change	BSESYP < space > CCH < space > your 9 digit CA #
• For Bill Details	BSESYP < space > BILL < space > your 9 digit CA #
• For No Current	BSESYP < space > NC < space > your 9 digit CA #
• For Voltage Fluctuation	BSESYP < space > VF < space > your 9 digit CA #
• For Outage on account of Meter Issues	BSESYP < space > MB < space > your 9 digit CA #

Door Step Service

Avail our services from the comfort of your home

Just get in touch and our team will assist you. No waiting in queues or repeat visits to our offices.

What are the services that I can avail on DSS?

You can apply for a host of services including: Category/ Tariff/ Name change, New Connection, Load enhancement/reduction, Address correction etc.

How do I apply for it?

Simply dial 399-99-808, press option#4 and request for DSS or log onto www.bsedelhi.com Customer Service

What happens after I apply?

A BYPL representative will visit your residence to facilitate you to complete necessary documentation and formalities.

What do I do incase, I need further assistance?

In case of further assistance, please call 399-99-808 or email at bypl.customer@relianceada.com



STOP POWER THEFT: SAVE ENERGY

As per the Electricity Act 2003,

Under Section 126, if found indulged in unauthorized use of electricity, such person will be liable to pay twice the tariff applicable for the period of unauthorized use for relevant category of services

Under Section 135, if found indulged in Theft of Electricity, such person will be liable to face imprisonment up to 3 years or fine or both

Under Section 136, if a person found indulged in theft of electric lines and materials, the person will be liable to face imprisonment up to 3 years or fine or both

Under Section 138, if a person interferes with meters or works of licensee is liable to face imprisonment up to 3 years or fine or both

Under Section 150, If a persons abets an offence punishable under Electricity Act, such person will be punished with the punishment provided for the offence



Electricity Calculator

A handy illustration to calculate your own power consumption.

Appliances*	(a) Load (Watts)	(b) No of Appliances	(c) Consumption (Hours/Day)	Units/Months axbxcx30(1000)
Refrigerator (Small)	225	1	10	68
Window Air Conditioner (1.5 ton) /				
Room Heater (Blower Type)	1800	1	5	270
Cooler (Medium size)	170	1	8	41
Table fan / Ceiling Fan	80	3	12	86
Exhaust Fan	150	1	2	9
Incandescent Bulb	100	2	2	12
Tube Light with Cu choke	55	4	7	46
Washing Machine	500	1	1	15
Colour Television	120	1	6	22
Pump Motor (1 HP)	740	1	1	22
Geyser (Storage)	2000	1	2	120
Computer	150	1	2	9
				720

*The list and figures are indicative. Please calculate for your appliance and check actual wattage.

You can calculate your own consumption by multiplying 'a' (wattage) x 'b' (No. of appliance) x 'c' (consumption hours/day) x 30 (days) and divide it by 1000 to convert watt to kilowatt

You can also log on to www.bsesdelhi.com and check the on-line Energy Calculator.

Earth Leakage Protective Device (ELCB)

Avoid shocks and mishaps by installing an Earth Leakage Circuit Breaker (ELCB). This simple yet useful device detects even a small "current to earth" (earth leakage) in one's premises, automatically tripping and disconnecting the electricity supply to the premises / equipment, thus preventing serious mishaps. Another useful benefit of installing an ELCB is that it also detects faulty and inter-mixing of internal wiring. On detection, the ELCB immediately trips, thus preventing potential wastage of electricity and accidents.

Stop Power Theft - Call & Alert us at 399 99 808

Under Section 61 A of the Indian Electricity Rules, 1956, it is mandatory for all consumers, having an electricity load of 5 KW and above, to have an ELCB installed at their premises. DERC in its latest order has directed the Delhi discoms to ensure strict adherence to Section 61 A of the Indian Electricity Rules, 1956 and make the installation of an ELCB mandatory and a pre requisite for providing a new connection with immediate effect.

Property Dues

Are you buying or selling property? Are you taking / leaving rented accommodation (including government quarters / flats / bungalows)???

Please remember to take "No Dues Certificate" from BYPL to avoid "outstanding dues" problem in future. The last Bill paid is not conclusive proof that no other dues are outstanding on the property. There could be other dues which can be broadly classified as follows:

- Enforcement (Power theft/dishonest abstraction of electricity)
- Assessment for the period for which meter remained defective (which is done only six month after the replacement of defective meters)
- Adjustment of Bill from Provisional to Actual
- Dues kept as deferred pending settlement of dispute.
- Dues kept as deferred for the installment not yet due.
- Dues of Temporary Connection on the Premises taken for construction / renovation / social function etc.
- Cost of the meter which was tampered, burnt or found defective at the time of change of occupancy etc.

Beware of Impostors

Please note BYPL staff or representatives visiting residences are not authorised to accept any cash transactions on behalf of BYPL.

All enforcement, fines, penalties and other commercial payments are to be made only at designated BYPL offices.

Do verify the identity of persons, claiming to be from BYPL, who visit premises. If in doubt or you notice anything suspicious, raise an alarm. Please immediately alert the nearest BYPL office at 399 99 808, or dial 100 and inform the local Police.

Handy Addresses

BSES has a very robust grievance redressal mechanism. In case, your queries / complaints are not resolved to your satisfaction at the discom level, you may approach the following:

Grievance Redressal

Consumer Grievance Redressal Forum (BYPL)
Sub Station Building,
Adjacent to BYPL Regd. Office,
Karkardooma, Shahdara, Delhi - 110032
Phones : 32978140, Fax : 22384886
Email : cgrfbypl@hotmail.com

In case, a consumer is still not satisfied they can approach the office of The Electricity Ombudsman.
B- 53, Paschimi Marg, Vasant Vihar
New Delhi - 110 057
Tel : 32506011, Fax : 26141205

Address for Special Courts

Special Courts of Electricity for BSES Yamuna Power Limited are:

- 1 Karkardooma Special Court
Court Room No. 5, Karkardooma Court Complex, Delhi-110032
- 2 Karkardooma Special Court
Room No. 11, Karkardooma Court Complex, Delhi-110032
- 3 Tis Hazari Special Court
Court Room No-21, Tis Hazari Court Complex, Delhi-110054

Public Grievances Cell, Department of Power

Justice S L Bhayana(Retd.)	Chairman	SLDC Building, 33 KV Grid Station, Minto Road, New Delhi-110002	23234054
Mr. O P Gupta	Member	-do-	23238069
Mr.M S Tripathi	Nodal Officer	-do-	23234760

BYPL Operations & Maintenance Office Contacts

S.N.	Division/Circle	Address	Contact No.
A	Circle Head-South-East	Shakti Kiran Building, Opposite Karkardooma Court, Karkardooma, Delhi-110032	
1	Karkardooma	Sub-station Building, B-Block Vivek Vihar, Delhi-110091	32019831
2	Laxmi Nagar	Sub-station Building No-7, I P Extension, Near AVP Public School, Delhi-110092	39992828
3	Mayur Vihar Phase I & II	Sub-station Building No-1, Opposite Sadar CGHS, Mayur Vihar Phase-1, Delhi-110092	39993001
4	Mayur Vihar Phase III	Sub-station No-2 Vasundhara Enclave, Near Dharamshila Cancer Hospital, Delhi-110092	32546242
Divisional Chief Krishna Nagar		F-15/2, Krishna Nagar, Delhi-110051	
5	Krishna Nagar	Sub-station Building, Block-18, Geeta Colony, In front of Sai Baba Mandir, Delhi-110031	32594303
B	Circle Head-North-East	33 KV Grid, GT Road Dilshad Garden, Near Hind Pocket Books, Delhi-110095	
6	G T Road	Sub-station Building, B-Block, Dilshad Garden, Behind State Bank of India, Delhi-110095	32475127
7	Nand Nagri	Sub-station Building No-2, MIG DDA Flats, East of Loni Road, Delhi-110093	32475131
8	Karawal Nagar	66 KV Bhagirathi Grid, Near Gokulpuri Thana, Delhi-110094	39993383
Divisional Chief Yamuna Vihar		33 KV Grid, GT Road Dilshad Garden, Near Hind Pocket Books, Delhi-110095	
9	Yamuna Vihar	Sub-station Building, C-6 Yamuna Vihar, Delhi-110053	39993253
C	Circle Head-Central-1	33 KV Sub-station Building, Shankar Road, Near Sanatan Dharm Mandir, New Delhi-110060	
10	Patel Nagar	10-B, Rajendra Place, Near Patel Auto Workshop, Patel Nagar, New Delhi-110008	39994701
11	Shankar Road	Sub-station Building, Flat No-88-A, Double Storey R Block, New Rajinder Nagar, New Delhi-110060	39994580
12	Pahar Ganj	Sub-station Building, C-Block, Motia Khan, Pahar Ganj, Delhi-110055	32475379
D	Circle Head-Central-2	BSES Building, Gandhi Market, Behind Zakir Hussain College, Delhi-110002	
13	Darya Ganj	Sub-station Building, C-Block, Minto Road Housing Complex, New Delhi-110002	39994227
14	Chandni Chowk	Sub-station Building, Paiwalan, Dariba Kalan, Chandni Chowk, Near Jama Masjid Police Station, Delhi-110006	32988861 32988861

Bill Payment Options



Auto-Debit payment (ECS)



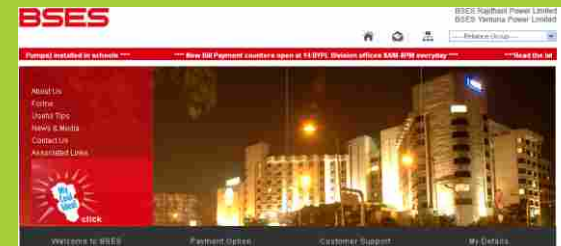
Automated kiosks



Pay by phone



Cheque by post



Net banking Payment at www.bsedelhi.com



ITZ Card Payment



Mobile Cash Vans



Skybox Drop Box



Cash Counters Everyday 8 AM-8 PM

Only BYPL domestic customers have bi-monthly bill advantage

Customer Services Comparison BYPL Vs Others

S.No.	Services	BYPL	Other Discoms in Delhi
A. Touch Points			
1	Customer Help Desks Functioning	6 Days/Week	5 Days/Week
2	Door Step Services (DSS) Functioning (Field Staff)	7 Days/Week	5Days/Week
3	Cash Counters Functioning	7 Days/Week	6 Days/Week
4	Cash Counter Timings (8.00AM - 8.00PM)	✓	✗
5	Call Centre Functioning	24*7*365	24*7*365
6	Hotlines at Customer Care Centres	✓	✓
7	Queue Management System at Customer Care Centres	✓	✓
8	No Supply Complaint Registration through SMS	✓	✓
9	Retrieval of Billing/Payment details through SMS	✓	✓
B. Deliverables			
10	Multilingual IVRS (Interactive Voice Response System)- Hindi, English, Punjabi & Urdu	✓	✗
11	Citizen's Charter in Hindi, English and Urdu	✓	✗
12	Distribution of Safety Kits and User Manual with New Connection/Load Enhancement Requests	✓	✗
13	4 Pager Bill	✓	✗
14	Synergy Newsletter for Customers	✓	✗
15	Duplicate Bill requests through SMS	✓	✗
16	Bi- Lingual Bill	✓	✓
17	New Connection request registration through SMS	✓	✓
C. Facilitations			
18	ELMCB installation facility at Customer Premises	✓	✗
19	One Single Helpline Number for all services	✓	✗
20	Self Service IVRS for complaint registration	✓	✗
21	Complaint Registration on IVRS through auto recognition of telephone number	✓	✗
22	Auto call routing from the IVRS to the Customer service representative in case CRN/CA number is not punched by the customer	✓	✗
23	Priority Queue on the IVRS for Fire/Shock related calls	✓	✗
24	Dispatch of Duplicate Bill/Application Forms by the Call Centre	✓	✗
25	Estimated wait time and Queue Number announcement on IVRS	✓	✗
26	VIP tagging facility in the software for ensuring better services to VIP customers	✓	✗
27	Auto recognition of VIP customers on IVRS & priority service to VIP customers	✓	✗
28	Call Centre actively informing affected customers about outages in case of emergencies	✓	✓
29	100% Call Recording at the Call Centre	✓	✓
30	Caller Line Identification - Computer Telephony Integration at the Call Centre	✓	✓
D. Corporate Social Responsibility (CSR)			
31	Engaging Women folk in Bill Distribution Activity	✓	✗
32	Charging facility for E-Vehicle users	✓	✗

BYPL Customer Care Offices Contacts

S.N.	Division/Circle	Address	Contact No.
1	Chandni Chowk	Chandni Chowk, Sub-station Building, Near Town Hall, Chandni Chowk, Delhi-110006	39999326
2	Darya Ganj	33 KV Grid,Kamla Market, Asaf Ali Road, Opposite SBI, New Delhi-110002	39994135
3	G T Road	33 KV Grid, GT Road Dilshad Garden, Near Hind Pocket Books, Delhi-110095	39999274
4	Karawal Nagar	66 KV grid Sub-station building, Bhagirathi, Near Gokul Puri Police Station, Yamuna Vihar, Delhi-110094	39993277
5	Karkardooma	BSES Corporate Annexe ,CBD-III GRID, Ground floor, Opposite Agarwal Fun City Mall, Karkardooma, Delhi-110032	39997132
6	Krishna Nagar	F-15/2, Krishna Nagar, Delhi-110051	39999298
7	Laxmi Nagar	Sub-station Building, East Guru Angad Nagar, Near Radhu Palace, Laxmi Nagar, Delhi-110092	39999251
8	Mayur Vihar Phase I & II	MVR-I & II , Sub-station Building, Adjacent to Local Shopping Complex, Pocket-1, Mayur Vihar-Ph-1, Delhi-110091	39992904
9	Mayur Vihar Phase III	BSES Office, Sub-station Building, Near Somervilla School, Vasundhara, Delhi-110096	39993037
10	Nandnagri	C-102, Tahirpur Grid, Nand Nagri, Delhi-110094	39993410
11	Paharganj	Pahar Ganj District Office Building, Aram Bagh, Behind Pahar Ganj Police Station, Delhi-110055	39999363
12	Patel Nagar	Patel Nagar Sub-station Building, Block-18, East Patel Nagar, Delhi-110018	39994604
13	Shankar Road	33 KV Sub-station Building, Shankar Road, New Delhi-110060	39999340
14	Yamuna Vihar	Sub-station Building, C-7, Yamuna Vihar, Delhi-110053.	39993163

Awards and Recognition

BYPL Bill Payment Counters

S.No	Division	Address
1	Chandni Chowk	Town Hall, Chandni Chowk, New Delhi
2	Chandni Chowk	Lahori Gate, New Delhi
3	Darya Ganj	Ansari Road, Darya Ganj, New Delhi
4	Darya Ganj	Kamla Market, Asaf Ali Road, New Delhi
5	Darya Ganj	Gandhi Market, Minto Road, Delhi
6	Dilshad Garden	66KV Grid Sub-station, G. T. Road, Near Hind Pocket Books, Dilshad Garden, Delhi
7	Dilshad Garden	Zonal office, New Zafrabad, Delhi
8	Karawal Nagar	Bhagirathi Grid, Karawal Nagar, Delhi
9	Karawal Nagar	Karawal Nagar Zonal Office, Delhi
10	Karawal Nagar	Sonia Vihar Grid, Delhi
11	Karkardooma	Corporate Annexe, CBD-II, Opposite Big Bazar, Karkardooma, Delhi
12	Karkardooma	Sub-station Building, Saini Enclave, Delhi
13	Karkardooma	Kasturba Nagar, Vivek Vihar Phase II, Delhi
14	Krishna Nagar	F-15/2, Krishna Nagar, Delhi
15	Krishna Nagar	Sub-station Building, Gagan Vihar, Delhi
16	Krishna Nagar	Complaint Centre, Kanchan Aptt. Geeta Colony, Delhi
17	Krishna Nagar	Block 8A.Geeta colony, Delhi
18	Laxmi Nagar	66 KV grid Sub-station Building, Guru Angad Nagar, Near Radhu Place Cinema, Delhi
19	Laxmi Nagar	Sub-station Building Opposite Singla Sweets, Madhu Vihar, Delhi
20	Laxmi Nagar	Sub-station No 8, Opp Fire station, Patparganj, Delhi
21	Laxmi Nagar	Sub-station No 5. I. P. Extn, Delhi
22	Mayur Vihar Phase-I&II	Zonal office, Mayur Vihar-I, Delhi
23	Mayur Vihar Phase-I&II	Sub-station No. 8, Pocket C, Mayur Vihar -II, Delhi
24	Mayur Vihar Phase-III	Sub-station No.7, Dallupura, Near Sommer Ville School, Delhi
25	Mayur Vihar Phase-III	Sub-station No.6 Ryan Public School Mayur Vihar Ph.III, Delhi
26	Nand Nagri	Tahirpur Grid, Nand Nagri, Opp. Rajeev Gandhi Hospital, Delhi
27	Nand Nagri	Zonal Office, Nandnagri, Near Police Station, Delhi
28	Paharganj	Chuna Mandi, Paharganj, New Delhi
29	Paharganj	Aram Bagh, Pahar Ganj, New Delhi
30	Paharganj	Motia Khan, Pahar Ganj, New Delhi
31	Paharganj	Bahadurgarh Road, Sadar Bazar, New Delhi
32	Patel Nagar	Anand Parbat, New Delhi
33	Patel Nagar	District Office, 18 block East Patel Nagar, New Delhi
34	Shankar Road	Division Office Shankar Road, New Delhi
35	Shankar Road	Tibia College, Karol Bagh, New Delhi
36	Yamuna Vihar	Sub-station Building, block C- 7, Yamuna Vihar, Near Masjid, Delhi
37	Yamuna Vihar	Zonal Office, Zone-2401, Seelampur, Near Police Station, Delhi

BSES Yamuna Power Ltd. has won accolades at both national and international forums for its class leading performance, processes and deployments. BYPL has been recognised for its initiatives in customer care, deployment of IT, AT&C loss reduction, safety measures, cost management, energy efficiency and conservation.

Some of the recent awards include:-

- Finalist Edison Award 2013 instituted by Edison Electric Institute, USA for "Leadership in innovation for the advancement of the Electric Industry"
- ISTD Special Commendation Award for "National Award for innovative Training Practices"
- Indo British Business Forum Leadership Award for Climate Change 2012 at the House of Commons, London
- Joint winner - IPPAI Power Award 2012 - Maximum Improvement within Discom at 13th Regulators & Policymakers Retreat 2012
- British Safety Council International Safety Award 2011
- ICWAI's 8th National Award for Excellence in Cost Management (runners-up) – 2010 – In the Private Services Sector – Large Category
- Greentech Safety Award in 2011, 2012 & 2013
- CIO100 Award (2007-2011) & BOLD CIO 100 Award (2008) from IDG (International Data Group)
- Institution of Engineers - National Safety Innovation Award 2010 & 2011
- India Power Awards for
 - Turn around Delhi Discom - 2012
 - Energy Efficiency & Conservation - 2011
 - Overall Utility Performance - Urban Areas - 2010
 - Overall Loss Reduction in Urban Segment - 2009
- Diamond Edge Award (2009, 2010 & 2011) in General IT category from Unified Business Media (Network Computing)
- International Smart Grid Technology Innovation Excellency Award 2011 for innovating and implementing SSMS (Smart Sub-station Management System) at World Smart Grid Conference 2011
- SKOCH Digital Inclusion Award 2011 & Finalist ICT for INDIA-SKOCH Award (2010)
- Enterprise Connect Award (2009) from CIOL (Cyber Media Online)
- NABL accreditation (ISO/IEC 17025:2005) for meter testing lab (2008)
- ISO 14001:2004 & OHSAS 18001:2007 certification since 2010
- ISO 9001:2008 (Quality Management System) BVQ & ISO/IEC27001:2005 Information Security Management System Certification from Det Norske Veritas (DNV)
- ISO 27001 certification for IT and ISO 9001:2000 certification for HR processes

