

## FAQs

### **1. Bill payment of Energy Charges**

a) Which details is required for online bill payment?

Ans : 9 digit CA Number which is mentioned on the right hand corner of the electricity bill.

b) How do I receive the payment confirmation?

Ans: You will receive a Transaction Reference Number that is an acknowledgement for your payment request.

c) Are there any charges for online payment?

Ans : On-line payment through Credit / Debit Cards involves processing charges(0.85% + GST, as applicable) on the bill amount by the merchant banker and will be debited to your card / account, in case the bill amount is more than Rs 5,000/-.

d) Is there any restriction on online payment?

Ans: Use any valid Visa, Mastercard, Diners or Amex Credit Card, or pay through your Net Banking account with Citibank, IDBI Bank, Axis Bank, OBC, SBI, Punjab National Bank etc.

BSES customers are permitted to make 4 transactions per card per month.

d) When will my online payment be updated in my account?

Ans : Online payment shall reflect in your account within 3 working days after successful payment.

e) Through which options can I check my previous payment details?

Ans : You need to login “My Account “ section of Mobile app of BYPL i.e “ BYPL Connect” or through website [www.bsesdelhi.com](http://www.bsesdelhi.com) to get the bill details of last 12 months.

f) Where can I contact in case of any difficulty ?

You can contact the BYPL Toll free help line number 19122 or send e-mail at [bypl.customercare@relianceada.com](mailto:bypl.customercare@relianceada.com)

g) What is the rate of Late Payment Surcharge (LPSC) and how it is charged to Customer?

Ans : LPSC means Surcharge applicable due to non-payment of bill within the due date. It is charged for the number of days of delay in receiving payment until the payment is made in full without prejudice to the right of the licensee to disconnect the supply after due date, in the event of non-payment in accordance with Section 56 of Electricity Act, 2003. As per DERC Tarrif Schedule 2020-21, LPSC is 18% per annum.

**2. Modification of Address**

- a) How to apply for Address Modification?

Ans : Click on “ Address Correction” and then Customer Login (through password / OTP verification).

Fill the online form according to the field mentioned. Upload the required documents and submit the application. You will get a ten digit order/request number. The consumer is required to visit the Digi Sewa Kendra on the date and time as mentioned in the acknowledgement receipt.

- b) Where can I contact in case of any difficulty ?

Ans : You can contact the BYPL Toll free help line number 19122 or send e-mail at [bypl.customercare@relianceada.com](mailto:bypl.customercare@relianceada.com)

**3. Modification in Category (low to high or high to low)**

- a) How to apply for Modification in Category (low to high or high to low) ?

Ans : Click on “ Category change” and then Customer Login (through password / OTP verification).

Fill the online form according to the field mentioned. Upload the required documents and submit the application. You will get a ten digit order/request number. The consumer is required to visit the Digi Sewa Kendra on the date and time as mentioned in the acknowledgement receipt.

- b) Can I apply for modification in category through other modes?

Ans: Yes. You can generate the request/order number by calling our toll free number 19122 or through mobile app “ BYPL Connect”.

- c) Where can I contact in case of any difficulty ?

Ans: You can contact the BYPL Toll free help line number 19122 or send e-mail at [bypl.customercare@relianceada.com](mailto:bypl.customercare@relianceada.com)

**4. Modification in Name.**

- a) How to apply for Modification in Name ?

Ans : Click on “ Name change” and then Customer Login (through password / OTP verification).

Fill the online form according to the field mentioned. Upload the required documents and submit the application. You will get a ten digit order/request number. The consumer is required to visit the Digi Sewa Kendra on the date and time as mentioned in the acknowledgement receipt.

- b) Can I apply for modification in name through other modes?

Ans: Yes. You can generate the request/order number by calling our toll free number 19122 or through mobile app “ BYPL Connect”.



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c) Can I apply for Name ,Load and Category Change together?

Ans : Yes. You need to generate request/order number for name change and apply for load/ category change at the time of document submission at Digi Sewa Kendra.

d) What are the possible reasons for my application / request to be rejected?

Ans : : An application for Name Change may get rejected due to the reasons including but not limited to the following:

- Documents not complete
- Incorrect information regarding address, supply type etc.
- Outstanding dues on premises

e) Where can I contact in case of any difficulty ?

Ans : You can contact the BYPL Toll free help line number 19122 or send e-mail at [bypl.customercare@relianceada.com](mailto:bypl.customercare@relianceada.com)

## **5. Status Tracking of request/ complaint**

a) Which detail is required to check the status of complaint/ request ?

Ans: You are required to submit the 10 digit order number /request number or complaint number to check the status of the request or complaints.

b) Where can I contact in case of any difficulty ?

Ans : You can contact the BYPL Toll free help line number 19122 or send e-mail at [bypl.customercare@relianceada.com](mailto:bypl.customercare@relianceada.com)

## **6. Registration of Billing and Metering requests/ complaints**

a) How can I register the billing and metering request/ complaints?

Ans : You need to login “My Account “ section of Mobile app of BYPL i.e “ BYPL Connect” or through website [www.bsedelhi.com](http://www.bsedelhi.com) for registration of billing and metering complaints.

b) Will I get any acknowledgement for the complaint registration?

Ans: Yes. You will get the order number after successful registration.

c) Where can I contact in case of any difficulty ?

Ans: You can contact the BYPL Toll free help line number 19122 or send e-mail at [bypl.customercare@relianceada.com](mailto:bypl.customercare@relianceada.com)

## **7. Registration of " No current" complaints**

a) Which detail is required for registration of "No Current" Complaints ?

Ans: Details such as Name, Contact Number, Address, e-mail, Division, Nearest Assistance Center are required for registration of complaint.

b) Will I get any complaint number?

Ans: Yes. You will get the acknowledgement number/ complaint number after successful registration. You can also track the status of the complaint through this unique number.

c) Can I apply through other modes?

Ans: Yes. You can register the complaint by calling our toll free number 19122 or through mobile app "BYPL Connect".

d) Where can I contact in case of any difficulty ?

Ans: You can contact the BYPL Toll free help line number 19122 or send e-mail at [bypl.customercare@relianceada.com](mailto:bypl.customercare@relianceada.com)

## **8. View and download last 12 months bills**

a) Where can I see my last 12 month electricity bills?

Ans: By login "My Account" section of Mobile App of BYPL i.e "BYPL Connect" or through web site [www.bsesdelhi.com](http://www.bsesdelhi.com) to view and download the last 12 months electricity bill.

b) Can I reset the "My Account" password?

Ans: Yes. You will get the password at your registered mobile number.

c) Which details are required to register for "My Account"?

Ans: The details such as Name, CA Number, Meter Number, Registered mobile number and e-mail ID are required to register for "My Account".

d) Where can I contact in case of any difficulty ?

Ans: You can contact the BYPL Toll free help line number 19122 or send e-mail at [bypl.customercare@relianceada.com](mailto:bypl.customercare@relianceada.com)

## 9. Payment of New Electricity connection Demand Note

a) Which details is required for online payment of demand note?

Ans: Order Number/ Application Number is required for online payment of demand note.

**Demand Note for New Connection**

M/s. Organisation Name	Date of print	: 03.06.2015
Bldg / Ind.Est. Name	Valid Upto	: 16.06.2015
Street	Application Date	: 29.05.2015
Area		
NEW DELHI 110001		

Order No.

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**Application Details**

Application No	:1001447541	Contract	:7040840
Contract Account	:150279623	Consumer reference	:

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**Connection Details**

Sanctioned Load	50.00 kw	Applied Load	50.00 kw
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f) How do I receive the payment confirmation ?

Ans: You will receive a Transaction Reference Number that is an acknowledgement for your payment request.

g) Is the acknowledgement slip a valid document for refund of security?

Ans: Yes

h) When will my online demand note payment be updated in my account?

Ans : Online demand note payment shall reflect at the same time after successful payment.

e) Can I pay the demand note through BYPL Mobile App?

Ans: Yes

f) Where can I contact in case of any difficulty ?

Ans: You can contact the BYPL Toll free help line number 19122 or send e-mail at [bypl.customercare@relianceada.com](mailto:bypl.customercare@relianceada.com)

## 10. Updation of contact details

a) How can I update my contact details?

Ans: By login "My Account" section of web site [www.bsesdelhi.com](http://www.bsesdelhi.com).

b) Can I reset the "My Account" password?

Ans: Yes. You will get the password at your registered mobile number.

c) Which details are required to register for "My Account"?

Ans: Details such as Name, CA Number, Meter Number, Registered mobile number and e-mail ID are required to register for "My Account"

d) Where can I contact in case of any difficulty ?

Ans: You can contact the BYPL Toll free help line number 19122 or send e-mail at [bypl.customercare@relianceada.com](mailto:bypl.customercare@relianceada.com)

## **11. Information about the outages**

a) Can I get the all the outage information through this service?

Ans: No. You will get the information about Planned shutdown for preventive maintenance required for system improvement through this service. The information on emergency outages due to any reason is not available in the portal.

b) Where can I contact in case of any difficulty ?

Ans: You can contact the BYPL Toll free help line number 19122 or send e-mail at [bypl.customercare@relianceada.com](mailto:bypl.customercare@relianceada.com)

## **12. Verify the credentials of BYPL representative visiting consumer premises**

a) How can I check the credentials of BYPL representative visiting the premise?

Ans: You can verify the credentials of BYPL representative by entering their employee number. Please ascertain and verify the identity of any persons visiting your premises, claiming to be from BYPL.

In case of any doubt or if you notice anything suspicious, please immediately alert the BYPL Vigilance Team on 8010930719 or dial 100 and inform the local Police.

b) Can I pay cash to the BYPL representatives?

Ans: BYPL representatives visiting your premises are not authorized to accept cash.

c) Where can I contact in case of any difficulty ?

Ans: You can contact the BYPL Toll free help line number 19122 or send e-mail at [bypl.customercare@relianceada.com](mailto:bypl.customercare@relianceada.com)

## **13. WhatsApp Services**

a) How can I avail the BYPL WhatsApp services?

Ans: Add 'BYPL Whatsapp' No 8745999808 to your phone contacts and just type "Hi" and send from your registered mobile number to avail WhatsApp services.

b) Are there any charges applicable for using "WhatsApp" services?

Ans: There are no service charges for using this service. However, charges will be applicable as per the data plan offered by your service provider.

c) Which services are available through BYPL WhatsApp?

Ans:

- Self Meter Reading
- Duplicate Bill
- Register Complaint
- Complaint Status
- Payments and bill Status
- Street light complaint
- Electricity Consumption
- New connection Status
- Branches Nearby
- CHD Appointment

d) Where can I contact in case of any difficulty ?

Ans: You can contact the BYPL Toll free help line number 19122 or send e-mail at [bypl.customercare@relianceada.com](mailto:bypl.customercare@relianceada.com)

## **14. New Connection**

a) How to apply for New Connection ?

Ans : Click on “ New Connection” and then Customer Login (through password / OTP verification).

Fill the online form according to the field mentioned. Upload the required documents and submit the application. You will get a ten digit order/request number. The consumer is required to visit the Digi Sewa Kendra on the date and time as mentioned in the acknowledgement receipt.

b) In how many days the new connection is provided ?

Ans : A new connection shall be provided in 7 working days after successful completion of commercial and technical formalities incases where no RoW/Augmentation is required and 15 working days where RoW is required.

c) How to calculate the load to be applied for?

Ans : Sanctioned load means the load in Kilo Watt, which is agreed to be supplied to the customer. The Sanctioned Load may be calculated by the simultaneous use of load (machines, appliances, fans, lights etc.) at any duration. For example: During Summer, AC Load shall be included for Sanctioned Load and Geyser shall not be, as both are normally not used together.

d) What are the documents required for new connection?

Ans:

1. Passport Size Photograph of Applicant

2. For domestic connection, Fire Clearance Certificate is required if building height is more than 15 meters without stilt parking and more than 17.5 meters with stilt parking.

For non domestic connection, Fire Clearance Certificate is required if building height is more than 15 meters.

Lift Safety Certificate is mandatory for connection for lift.

3. Proof of identity of the applicant:-

Any of the following documents shall be accepted as proof of identity:-

- (i) Electoral identity card
- (ii) Passport
- (iii) Driving license
- (iv) Ration card having photograph
- (v) Aadhar card
- (vi) PAN card
- (vii) Photo identity card issued by any Government agency;
- (viii) If the applicant is an organization, certificate of incorporation/registration issued by the Registrar and proof of authorization /resolution of Board for authorizing the person.

4. Proof of ownership or occupancy of the premises:-

Any of the following documents shall be accepted as the proof of ownership or occupancy of premises:-

- (i) Certified copy of title deed
- (ii) Certified copy of registered conveyance deed
- (iii) General Power of Attorney (GPA)
- (iv) Allotment letter/possession letter
- (v) Valid lease agreement along with undertaking that the lease agreement has been signed by the owner or his authorized representative;
- (vi) Rent receipt not older than 3 (three) months along with the undertaking that the rent receipt has been signed by the owner or by his authorized representative (this is only for prepaid meter and not for regular connection / Meter)
- (vii) Mutation certificate issued by a Government body such as Local Revenue Authorities or Municipal Corporation or land owning agencies like DDA/L&DO
- (viii) Sub-division agreement



5. In case the applicant is not the sole owner of the premises, no objection certificate for seeking electricity connection from the co-owner to be obtained along with ID Proof of co-owner.

6. Other Documents: applicable for selected consumer category:

a. Industrial

Valid Industrial License/Factory License/Lal Dora Certificate in case of rural village

b. Agricultural Consumers

- i. Certificate of Residence from Block Development Officer
- ii. No Objection Certificate from Development Commissioner/Block Development Officer Delhi Jal Board for tube wells

c. Non-domestic for Khokhas and Temporary Structure

- i. Teh Bazaari Receipt Number
- ii. No Objection Certificate for Khokha/Temporary Structure for single delivery supply
- iii. Guarantor BYPL bill along with ID proof and undertaking

d. Charging station for electric vehicles

An undertaking by the applicant that the charging station for electric vehicles is as per the specifications as may be specified by Central Electricity Authority or Bureau of Indian Standards from time to time

e) What is the procedure required for obtaining a new electricity connection?

Ans: There are only three procedures for obtaining a New Connection, which are as follows:

- Online submission of application to utility & conduction of site inspection
- Load sanction & Demand note generation
- Utility conducts external connection and meter installation

f) What are the charges for availing BYPL services?

Ans : Click here to view charges

[https://www.bsesdelhi.com/documents/73527/2497782/Schedule\\_of\\_Charges\\_Poster\\_Eng.pdf](https://www.bsesdelhi.com/documents/73527/2497782/Schedule_of_Charges_Poster_Eng.pdf)

g) What are the possible reasons for my application to be rejected?

Ans. An application for new connection may be rejected due to the reasons including but not limited to the following:

- Documents not complete
- Wrong / forged information regarding address, supply type etc.

- Demand Note not paid
- Outstanding dues on premises
- Wiring incomplete
- ELCB not installed
- Separate dwelling unit not found (in case of separate connection for floorsystem)
- Unsafe location [Pole encroachment]

h) In what conditions second electric connection can be given to separate dwelling?

Ans. Wherever, one dwelling unit has been sub-divided and separate kitchen as well as separate entry is available, second electric connection may be given to the lawful occupant.

i) What is ELCB and what is its importance?

Ans. ELCB (Earth Leakage Circuit Breaker) is a Earth Leakage Protective device, that detects even a small stray of current leakage to earth in one's premise, and automatically trips and disconnects the electricity supply to the premise/equipment's, thus preventing any untoward incidents. Another useful benefit of installing an ELCB device is that it also detects faulty and intermixed internal wiring.

j) Where can I contact in case of any difficulty ?

Ans: You can contact the BYPL Toll free help line number 19122 or send e-mail at [bypl.customercare@relianceada.com](mailto:bypl.customercare@relianceada.com)

## **15. Load Change (Reduction/ Enhancement)**

a) How to apply for Load Change ?

Ans : Click on “ Load Change” and then Customer Login (through password / OTP verification).

Fill the online form according to the field mentioned. Upload the required documents and submit the application. You will get a ten digit order/request number. The consumer is required to visit the Digi Sewa Kendra on the date and time as mentioned in the acknowledgement receipt.

b) What is the criteria for Load Reduction?

Ans: Following are the criteria to apply for Load Reduction.

- One can apply for Load Reduction only after 6 months from original energisation for connections upto 100 kW, and 1 year original energisation for connections above 100 kW.
- The reduction of load shall be limited to the highest of average of any 4 (four) consecutive months maximum demand readings of last 12 (twelve) months.

c) Where can I contact in case of any difficulty ?

Ans: You can contact the BYPL Toll free help line number 19122 or send e-mail at [bypl.customercare@relianceada.com](mailto:bypl.customercare@relianceada.com)