

## BRPL & BYPL Set a New Benchmark with A+ Ratings in REC's Nationwide Consumer Service Rankings



In the latest Consumer Service Rating of Discoms (CSR) for FY 2023-24, conducted by REC Ltd. under the Ministry of Power, BSES Rajdhani (BRPL) and BSES Yamuna (BYPL) have once again secured the prestigious A+ rating—the highest in India.

Among 66 discoms serving 33 crore consumers nationwide, only six earned an A+ rating, with BRPL and BYPL right at the top. This reinforces BSES' leadership and consistent top rankings for four years continuously reflecting its commitment to reliability, innovation, and customer satisfaction.

States/UT	DISCOM	Operational Reliability (45 Marks)	Connection and Other Services (10 Marks)	Metering, Billing and Collection (35 Marks)	Fault Rectification and Grievance Redressal (10 Marks)	Final Grade (100 Marks)	Change in Grade from Fy23
Delhi	BRPL	A+	A+	A	A+	A+	↔
Delhi	BYPL	A+	A+	A+	A+	A+	↔

## Increasing AC temperature by 1°C

# 1°C

### reduces electricity consumption by 6%

Set your AC temperature to **24°C** for the most cost-effective cooling.

Optimize comfort.  
Maximize savings.



## Transform Sunlight into Savings: Seize Your Solar Opportunity Now!

Embrace a brighter, greener future with BSES! Going solar is now even more attractive. It's the perfect time to switch to a sustainable energy source and enjoy significant savings. Don't miss out on this chance to reduce your carbon footprint and do your bit for a healthier planet.

### Benefits of going solar

- Generate ~ 100-120 units of electricity per kW per month
- Earn extra income by selling surplus power back to BRPL
- Quick payback period of ~ 4-5 years
- Get attractive capital subsidy of upto Rs 88,000/-
- Get Generation Based Incentive (GBI) for 5 years\*
- Do your bit to fight pollution

\*One time Capital Subsidy, post net meter installation with Upper Ceiling limit for Central subsidy of Rs.78,000/- & for State subsidy of Rs. 10,000/- for residential consumers

Eligible consumers can apply via the Delhi Solar Portal at <https://solar.delhi.gov.in>

### Making the Switch is Easy

- Give a missed call: 90525 52509
- Log on to: <https://rts.bsedelhi.com>
- Call us at: 19123 (Ext. 8)
- Scan the QR code



WhatsApp Support 8800919123 | Convenient | Instant | 24 X 7



Say Hi on 8800919123 for a list of services

#### Raise Supply Related Complaints

- No Current
- Low Voltage
- Emergency

#### Bill & Payment Support

- View & Pay bill
- Bill Explanation
- Payment Receipt

#### LECTRIC rewards

- Check Balance
- Redeem Points



Toll Free 24x7 19123

Send your feedback to: Corporate Communications, BSES RAJDHANI POWER LIMITED, BSES Bhawan, Nehru Place, New Delhi - 19

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