

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

reduces electricity consumption by 6%

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

Optimize comfort. Maximize savings.

BSES



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 BYPL
- 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

Making the Switch is Easy

- ☎ Give a missed call: 09871608800
- 🌐 Log on to: <https://byplws.bsesdelhi.com:8890/>
- 📞 Call us at: 19122 (Ext. 9)



FEEDBACK

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, Website: www.bsesdelhi.com

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