



## Tariff structure

Categories	Description	Fixed/Demand Charge		Energy Charge					Categories	Description	Fixed/Demand Charge	Energy Charge	Temporary		
		Load(kW)	(₹/month)	0-200 Units	201-400 Units	401-800 Units	801-1200 Units	Above 1200 Units					Categories	Fixed Charge	Energy Charge
Domestic	Individual connections: Domestic Light / Mixed Domestic Power, Farm House upto 21kW	Upto 2kW	20/kW/mth	₹3.00	₹4.50	₹6.50	₹7.00	₹8.00	Agriculture	Agriculture	125/kW/mth	₹1.50/kWh	Domestic Including GHS	Same as relevant category	Same as relevant category
		>2kW to 5kW	50/kW/mth						Mushroom	Mushroom Cultivation upto 100 kW	200/kW/mth	₹3.50/kWh	Threshers during the threshing Season	MCD E. Tax of ₹270/conn/mth	Flat Rate ₹5400/mth
	>5kW to 15kW	100/kW/mth						Public Utility	Delhi Jal Board, DMRC, Public Lighting etc.	250/kVA/mth	₹6.25/kVAh				
	>15kW to 25kW	200/kW/mth							Delhi International Airport Limited (DIAL)	250/kVA/mth	₹7.75/kVAh				
	Single point supply at 11kV for GHS - Domestic Lighting / Fan and Power	150/kW/mth							Advertisements and Hoardings	250/kVA/mth	₹8.50/kVAh				
Non-Domestic	Shopkeepers	Upto 3kVA							Charging Stations for E-Rickshaw/ E-Vehicle on Single Point Delivery	LT	₹4.50/kWh	All other including construction	Same as relevant category	1.30 times of relevant category of tariff	
	Other Non-Domestic	>3kVA	250 kVA/mth							HT	₹4.00/kVAh				
Industrial	Industrial	250/kVA/mth													

### Schedule of Time of Day (TOD) Tariff

Month	Peak hours	Surcharge on Energy Charges	Off-Peak hours	Rebate on Energy Charges
May-September	1400-1700 hrs and 2200-0100 hrs	20%	0400-1000 hrs	20%

For other than peak & off-peak hours normal energy charges are applicable. Mandatory for >10kW/11kVA other than Domestic. Optional for 3 Phase Domestic Consumers.

Disclaimer- This electricity bill is only for electricity supply to the premises occupied by the consumer and should not be construed as having bearing on the rights or titles over the premises.

अस्वीकरण: यह बिजली का बिल उपभोक्ता के निवास/कार्यालय पर बिजली की आपूर्ति के लिए है, और इस उक्त स्थान पर उपभोक्ता के अधिकार या स्वामित्व समाप्त न समझा जाए।

**As per CEA regulation 31 and 32 :** Consumers are advised that all electrical installation works shall be got done and checked periodically through licensed electrical contractors only. In case there is any damaged cable /Insulation damaged -It shall be either replaced or suitably repaired through licensed electrical contractors since such joints are prone to electrical heat / fire.

### Customer Complaint Management:

For any query/complaint, you may contact us using any of the following options:

- Call Center No. 19123 (24x7 Toll Free)
- Customer Care Help Desk (Timing Mon to Fri : 9:30 AM to 5:30 PM & Sat: 9:30 AM to 1:00 PM)
- Email-brpl.customercare@reliancegroupindia.com
- www.bsedelhi.com

### Escalation matrix for complaints:

1. In care you are not satisfied with the resolution of your query/complaint, you may contact the below listed BRPL officials-  
• Customer Care officer (Timing 09:30 AM to 5:30 PM)  
• Business Manager (between 10AM to 11AM on any working day)  
• Circle Head (with prior appointment)

### 2. Head-Customer Service

BSES Rajdhani Power Limited,  
BSES Bhawan, Nehru Place, New Delhi-110019  
Email - brplhead.customercare@reliancegroupindia.com

### 3. Internal Grievance Redressal Cell (ICGR)

Website : <https://icgrbrpl.bsedelhi.com/>  
Contact No.: 011-49107924

4. Consumer Grievance Redressal Forum (CGRF): In Case you are not satisfied with the response of the above, you may approach CGRF-BRPL, Sub-station Building, Sector-V, Pushp Vihar, New Delhi-110017.  
Email: [cgrfbrpl@gmail.com](mailto:cgrfbrpl@gmail.com)

5. Electricity ombudsman: An appeal against the CGRF order may be filed with Electricity Ombudsman. B-53, Paschim Marg, Vasant Vihar, New Delhi-110057

### उपभोक्ता शिकायत प्रबंध:

किसी तरह के पूछताछ/शिकायत के लिए कृपया आप हमें निम्नवत् विकल्पों के जरिए संपर्क कर सकते हैं:

- कॉल सेंटर नंबर 19123 (24x7 टोल फ्री)
- ग्राहक सेवा सहायता डेस्क समय (सोमवार से शुक्रवार सुबह 9:30 बजे से अपराह्न 5:30 बजे और शनिवार सुबह 9:30 से अपराह्न 1:00 बजे तक)
- [brpl.customercare@reliancegroupindia.com](mailto:brpl.customercare@reliancegroupindia.com) पर ईमेल करें
- [www.bsedelhi.com](http://www.bsedelhi.com)

### शिकायतों के लिए यहां भी संपर्क करें:

1. अगर आप अपने पूछताछ/शिकायत के निवारण से संतुष्ट नहीं हैं तो आप निम्नवत् बीआरपीएल अधिकारियों से संपर्क कर सकते हैं-  
• कस्टमर केयर ऑफिसर (सुबह 9:30 बजे से अपराह्न 5:30 बजे)  
• बिजनेस मैनेजर (किसी भी कार्यदिवस के दिन सुबह 10 बजे से 11 बजे तक)

### 2. हेड ग्राहक सेवा,

बीएसईएस राजधानी पावर लिमिटेड,  
बीएसईएस भवन, नेहरू प्लेस, नई दिल्ली 110019  
ईमेल: [brplhead.customercare@reliancegroupindia.com](mailto:brplhead.customercare@reliancegroupindia.com)

### 3. आंतरिक शिकायत निवारण कक्ष (आई सीजीआरसी)

वेबसाइट : <https://icgrbrpl.bsedelhi.com/>  
संपर्क नंबर : 011-49107924

4. कंज्यूमर गिवांस रिड्रेसल फोरम (सीजीआरएफ): यदि आप अपनी शिकायत पर सेवा प्रदाता के जवाब से संतुष्ट नहीं हैं तो आप सीजीआरएफ-बीआरपीएल, सब स्टेशन बिल्डिंग, सेक्टर - V, पुष्पविहार, नई दिल्ली 110017, ईमेल [cgrfbrpl@gmail.com](mailto:cgrfbrpl@gmail.com) में अपनी शिकायत दर्ज कर सकते हैं।

5. इलेक्ट्रिसिटी ऑम्बुड्समैन: सीजीआरएफ के आदेश के खिलाफ अपील इलेक्ट्रिसिटी ऑम्बुड्समैन, बी-53, पश्चिमी मार्ग, वसंत विहार, नई दिल्ली-110057, में दायर कर सकते हैं।

**LET THE SUN PAY YOUR BILL!**  
Harness the Sun, Slash Your Electricity Bill to ZERO!  
Call: 19123 (Ext 3)

**अब सूरज चुकाया आपका बिल!**  
सौर ऊर्जा अपनाकर और बिजली का बिल खत्म-सुख का!

कॉल करें: 19123 (एक्सटेंशन 3)

### FREE LEGAL AID

Please contact for any legal assistance:-  
**Delhi State Legal Services Authority (DLSLA), Rouse Avenue District Courts, New Delhi.**  
Toll free helpline No. 1516 (24x7), email id:- [lae-dslsa@gov.in](mailto:lae-dslsa@gov.in), web:- [www.dslsa.org](http://www.dslsa.org), facebook.com/dslsa, Or you may approach DLSLA office at your nearest Court Complex of Delhi.  
For any dispute related to electricity & 'public utility services' you may approach:-  
• Permanent Lok Adalat-II (for BSES RPL, BSES YPL & other public utility services) at Mata Sundari Road, Near ITO, Delhi.  
• Permanent Lok Adalat-III (only for BRPL & other public utility services) at PVR Road, G-Block, Near PVR, Vikas Puri, New Delhi-110018.

## आपका बिल भुगतान

### बिल भुगतान सूचना

#### भुगतान विकल्प

1. आप 4000 रुपये तक के अपने बिल का भुगतान नकद/चेक/डीडी/पे ऑर्डर के माध्यम से कर सकते हैं। 4000 रुपये से अधिक की रकम का भुगतान चेक/डीडी/पे ऑर्डर के माध्यम से कर सकते हैं।
2. डीईआरसी के हालिया टैरिफ ऑर्डर के मुताबिक, सभी उपभोक्ताओं (घरेलू कृषि और मशरूम की खेती को छोड़कर) के लिए आवश्यक है कि वे 20,000 रुपये से अधिक के बिल का भुगतान 1 अक्टूबर, 2021 से डिजिटल माध्यमों से करें।
3. आरडब्ल्यू ऑफिसर और विभिन्न बीआरपीएल कार्टर्स पर लगे हमारे ड्रॉप बॉक्स में आप अपना चेक डालें। ड्रॉप बॉक्स की लिस्ट हमारे वेबसाइट पर उपलब्ध है।
4. बिल भुगतान केंद्र सुबह 9 बजे से शाम 3 बजे तक खुले रहेंगे।
5. पंजाब नेशनल बैंक और बैंक ऑफ इंडिया की शाखाओं में 50000 रुपये तक बिजली का भुगतान नकद में करा सकते हैं।

### बिल भुगतान करते समय ये बातें याद रखें

1. कंप्यूटरीकृत बिल पाने के बाद ही अपने बिजली बिल का भुगतान करें।
2. अनाधिकृत एजेंसियों/दलालों को भुगतान न करें।
3. अगर आपका चेक बैंक द्वारा बगैर भुगतान के/अस्वीकृत होकर वापस आ जाता है तो चेक वापसी शुल्क (मौजूदा 200 रुपये + जीएसटी, जैसा लागू हो) वसूल जाएगा और निमोशिएबल इस्टिमेट्स एक्ट 1881 की धारा 138 के तहत कार्यवाही की जाएगी।
4. कार्ड स्वाइप और ऑनलाइन के द्वारा 5000 रुपये से अधिक के भुगतान पर लगे वाले सुविधा शुल्क को उपभोक्ता को वहन करना होगा। शुल्क के विस्तृत ब्यौरा के लिए कृपया हमारे वेबसाइट [www.bsedelhi.com](http://www.bsedelhi.com) पर जाएं।

## Paying your electricity bill (Bill payment information)

### Payment Options

1. You can pay your bill by cash/cheque/DD/Pay Order up to Rs 4000/- and for amount more than Rs 4000/- by cheque/DD/Pay Order
2. According to DERC's recent tariff order, it is mandatory for all consumers (except Domestic, Agriculture & Mushroom Cultivation) to pay their monthly electricity bills exceeding Rs 20,000/- through digital modes w.e.f October 1, 2021\*
3. Drop your cheque in our drop boxes at various RWA offices and at BRPL Counters. The list of drop boxes is available on the website
4. Bill payment counters are open from 0900 hrs to 1500 hrs. from Monday to Saturday.
5. Bill payment upto Rs 50,000/- can be paid in cash at Bank branches of PNB and Bank of Baroda.

### Points to remember while paying your bill

1. Please pay your electricity bill only on obtaining computer generated bill
2. Do not make payment to unauthorized agencies/touts.
3. In case your cheque is returned unpaid/dishonored by bank, cheque return charges (presently Rs. 200+ GST, as applicable) will be imposed and action will be taken under Section 138 of the Negotiable Instruments Act 1881.
4. Convenience fee on card swipe and online payments applicable on payment amount above Rs 5000/- is to be borne by the consumer. For charge details, kindly visit our website [www.bsedelhi.com](http://www.bsedelhi.com).

## Pay your electricity bills conveniently by any of the following options:

	Payment Options	Timings
Digital Online Payments	• Bharat Bill Pay (BBPS) - Pay option at all BBPS enabled Payments App (Paytm etc.) (Zero Charges) • QR code on bill - Powered by BOB • BSES Mobile App/Website - UPI, IMPS, Internet Banking, Credit/Debit Cards, Mobile Wallets, QR Code • RTGS/NEFT/ECS	24x7
Cash Counters	BRPL Cash Counters: • Cash-Upto Rs. 4000/- • Cheque & Demand Draft- No amount limit for Domestic, Agriculture & Mushroom Cultivation category consumers and for other category consumers maximum allowed is upto Rs. 20,000/-. • Credit/Debit Cards • UPI	9AM - 3PM
24*7 self payment Kiosk	24*7 self payment Kiosks by cards, each division office	24x7
Bank Branches	Bank of Baroda and PNB: • Cash-Upto Rs. 50,000/- only for Domestic, Agriculture & Mushroom Cultivation category consumers and for other category consumers maximum permissible limit is upto Rs. 20,000/- • Cheque & Demand Draft- No amount limit for Domestic, Agriculture & Mushroom Cultivation category consumers and for other category consumers maximum allowed is upto Rs. 20,000/-. • Transfer by account holders	Bank Timings
Cheque Drop boxes	Select RWA locations BRPL owned drop boxes at counters	24x7 9AM - 5PM
Cheque by Post	To BRPL division offices- Cheque & Demand Draft- No amount limit for Domestic, Agriculture & Mushroom Cultivation category consumers and for other category consumers maximum allowed is upto Rs. 20,000/-.	24x7

For payment of energy bill		
Details	SBI Bank	Axis Bank
Beneficiary Name	BSES Rajdhani Power Limited	BSES Rajdhani Power Limited
Beneficiary A/C No.	SBIBRE (Fixed) + 9 Digit Customer Account Number (Variable)	VBRE(Fixed) + 9 Digit customer account number (Variable) (For eg. VBRE123456789)
IFSC Code	SBIN0004266	UTIBOCC274
Bank Name	State Bank of India	Axis Bank Ltd
Branch Address	State Bank of India, CMP Centre	9th floor, Solaris C wing, Opp L&T gate no. 6, Sakhi Vihar Road, Powai, Mumbai-400072

The connection shall be liable for disconnection on non-payment of all dues (including arrears of previous bill(s) by due date, after notice as per Section 56(1) of the Electricity Act, 2003. Charges for reconnection - Single phase ₹200, Three phase ₹500.)

**BSES** Powered by

**BHARAT BILLPAY**

- Cheque should not be post dated.
- Write your telephone number on backside of the cheque.
- Cheque should be account payee and payable at Delhi.
- Do not staple. Only clip the cheque to payment slip.

For detail log on to our website [www.bsedelhi.com](http://www.bsedelhi.com). Alternatively, you can visit our Customer Care Center or simply call at 19123 (24x7 Toll Free) Regd. Office: BSES Rajdhani Power Limited (A joint venture of Reliance Infrastructure Ltd. and Govt. of NCT of Delhi) BSES Bhawan, Nehru Place New Delhi 110 019. CIN No.: U40109DL2001PLC111527, GSTIN.: 07AAGCS3187H2Z3, Tel. No. 19123 (24x7 Toll Free), Fax No.: +91 1149207888, Website: [www.baesdelhi.com](http://www.baesdelhi.com)

“Dear Consumer, please update your Email ID and phone number against your CA number as soon as possible. You may do this by visiting the nearest BRPL office. Alternatively, our Meter Readers and Bill Distributors are also coming to your area; You can also provide your email ID and phone number to them so that your details are correctly updated, helping us serve you more efficiently.”

### Meter Details Annexure

Name	: M/s. UNITED AIR PRODUCTS(P) LTD	Sanctioned Load	: 66.00 (kVA)	CA No.	: <b>150711686</b>
Billing Address	: 18,SHOPPING CENTRE PUNCHSHEEL PARK TELECOM,SERVICE PROVIDER NEW DELHI	Contract Demand	:	Energisation Date	: 22-04-2004
Supply Address	: 18,SHOPPING CENTRE 18,SHOPPING CENTRE PUNCHSHEEL SERVICE PROVIDER NEW DELHI	M D I	: 14.00 (kVA)	Meter Type	: 3PSK
Mobile / Tel. No.	: 99*****99	Power Factor	: 0.787	Supply Type	: LT
Email ID	: a*****s@myspacetime.in	Pole No	: HKSPA227S1	Bill No.	: 100220314394
District / Division	: Hauz Khas	Meter Reading Status	: DL	Bill Basis	: Actual
Walking Sequence	: <b>HK4KA7041A0AA</b>	Cycle No.	: KA	O.D. No.	: R/25/10515040420
Bill Month	: FEB-26	Tariff Category	: Non.Domestic [ LT ] (10 kW to 140kW)	CCTV Tagged	: No
Bill Date	: 25-02-2026			Street Light Tagged	: No
				WI-FI Tagged	: No

Net Meter Consumption Details (Date of Reading : )																	
Solar Unit Details				Solar Installation Details						GBI & Capital Subsidy Details							
Generation During the Biling Period		Generation During Current FY (APR To MAR)		Date of Installation		Total Solar Load (kWp)		Solar New Load (kWp)		GBI Approved		GBI Units		GBI Amount For the Month		Capital Subsidy Amount	
B/F Units (if any)	Export Reading			Import Reading			Net Difference			Moderate Units			Excess Gen Units	Shared by Prim.	C/F Units (If any)		
	Normal	Peak	OffPeak	Normal	Peak	OffPeak	Normal	Peak	OffPeak	Normal	Peak	OffPeak					

(Consumption in the above table are in kWh/kVAh, as applicable)

Meter No	Units	Billed Consumption (Current)		Billed Consumption (Previous)		Multiplication Factor	Current Consumption	
		Date of Meter Reading (24:00 Hrs)	Reading	Date of Meter Reading	Reading		Days	Units
29017776	kWh	25-02-2026	6704.95	26-01-2026	6648.50	40.00	30	2258.00
29017776	kW	25-02-2026	0.27			40.00		10.80
29017776	kVAh	25-02-2026	7403.89	26-01-2026	7332.17	40.00	30	2869.00
29017776	kVA	25-02-2026	0.36			40.00		14.40
29017776	kVAHP	25-02-2026	2178.63	26-01-2026	2158.49	40.00	30	806.00
29017776	kVAHO	25-02-2026	953.86	26-01-2026	944.18	40.00	30	387.00