**Section 4(1)(b) of RTI Act 2005 Point - 3.**

**THE PROCEDURE FOLLOWED IN THE DECISION MAKING PROCESS, INCLUDING CHANNELS OF SUPERVISION AND ACCOUNTABILITY**

1. **Activity of giving new connections:**

* Prospective consumer will submit the application in prescribed format at local Section Office (SOs)
* Verification of spot by SOs/Assistant Executive Engineers (Ele.)
* Sanction of power in KVA/KWs/HP by Assistant Executive Engineers (Ele.)/ Executive Engineer (Ele.)/Superintending Engineers (Ele.)/Chief Engineers (Ele.) according to the powers delegated.
* Execution of line extension/improvement work by Section Officers/ Assistant Executive Engineers (Ele.)
* Servicing the installation by Section Officers/ Assistant Executive Engineers (Ele.).

**2) Attending customer complaints:**

* Complaints from consumers received at Section Offices are registered and attended.
* There is a 24/7 Centralized Consumer Complaints Division at Corporate Office to receive and respond to the Consumer Complaints.

1. **Billing and Accounting:**

* Assistant Executive Engineer (Ele.) is the head of the Sub-Division.
* Section Officer is the head of the Section Office.
* Meter readers under Section Officers will take meter reading at regular intervals and issue the bills.
* Verification of Electricity bills will be made at Sub Divisional/Section Offices.
* The Revenue billing and Collection activities are supervised by an Assistant Accounts Officer/ a Senior Assistant of respective Sub-Divisions/Sections.

1. **Sanction of new extension/Improvement Works on Distribution Network:**

* Estimates for works will be prepared by Junior Engineers (Ele.)/Section Officers/Assistant Engineers (Ele.).
* Sanctions are made/Work Orders are issued by Assistant Executive Engineers (Ele.)/ Executive Engineer (Ele.) / Superintending Engineers (Ele.) /Chief Engineers (Ele.) as per manual of delegation of power.
* Works are executed either by departmental staff or through contract.
* Respective Section Officers/Assistant Executive Engineer (Ele.) will supervise the execution of work.
* Necessary Budget /Funds are sanctioned/provided by CGM (Corporate Affairs)/GM (Expenditure) Corporate office, after due administrative approval.

1. **Appeals on Disputed bills:**

* Complaints regarding regular bills are attended at local billing sections.
* Bills related to Revised/Supplemental/Misuse/ Unauthorized use of Electricity, depending upon the amount demanded are appealed to concerned Executive Engineer (Ele.)/Superintending Engineers (Ele.)/Chief Engineers (Ele.)/Corporate Office and redressed as per powers delegated.

1. **Material Purchase:**

* Assistant Executive Engineer (Ele.) will procure petty materials according to the powers delegated. In other cases, requisitions are sent to the Executive Engineer (Ele.).
* Executive Engineer (Ele.) will procure certain category of materials as listed. In other cases, requisitions are sent to the Superintending Engineer (El).
* Superintending Engineer (El) will procure certain listed category of materials. In other cases, requisitions are sent to CEE.
* General Manager (Procurement), Corporate Office will procure the major materials as per the powers delegated.
* Store Budget will be prepared and released by General Manager (Procurement), quarterly / annually.

1. **Sanction of Schemes on Major Items of Capital Works:**

* Based on the approval accorded by the Managing Director/Board of Directors, the GM (Procurement) will communicate for the projects/schemes.

1. **Employees Transfer/Promotions:**

* Executive Engineers (Ele.), O&M Divisions, are authorised to transfer/promote Group C & D Employees under their jurisdiction.
* Superintending Engineers (El), O&M Circles are authorized to transfer Group C & D employees under their jurisdiction.
* Chief Engineers are authorized to transfer all B, C and D group employees under their jurisdiction.
* Managing Director has the full Power/authority, in the matter of transfer of all groups of employees and Officers.

BESCOM Operational Structure

BESCOM Zones Circles Division Sub Divisions

Bangalore Metropolitan Area (South) Zone

20 sub Divisions

3 Divisions

South

15 sub Divisions

3 Divisions

West

Bangalore Metropolitan Area (North) Zone

13 sub Divisions

4 Divisions

North

15 sub Divisions

4 Divisions

East

18 sub Divisions

4 Divisions

Ramanagara

9 sub Divisions

2 Divisions

BRC

Bangalore Rural Area Zone

BESCOM

17 sub Divisions

4 Divisions

Kolar

19 sub Divisions

4 Divisions

Tumkur

Chitradurga Area Zone

21 sub Divisions

4 Divisions

Davanagere

4 Zones 9 Circles 32 Divisions 147 Sub Divisions