**Section 4(1)(b) of RTI Act 2005 Point - 7**

**7. PARTICULARS OF ARRANGEMENTS FOR CONSULTATION WITH, OR REPRESENTATION BY, THE MEMBERS OF THE PUBLIC IN RELATION TO THE FORMULATION OF ITS POLICY OR IMPLEMENTATION THEREOF**

1. **Consumer Grievance Redressal Forum**:

A consumer grievance redressal forum has been constituted in BESCOM consisting of three persons, among whom a Public representative of a recognized Public organization will also be a part. This forum is established in accordance with The Electricity Act, 2003 & as per the regulations issued by KERC. One of the members of the forum is its Chairman who is of the rank of Superintending Engineer (Ele,), who has served the organization in various capacities and have the experience and knowledge of power sector & its problems. Also this person has the necessary experience in administration as well as in dealing with finance with a good knowledge of the rules of the company & will be delivering orders based on proper judgment on the complaints of consumers. The other person will be a serving engineer in the rank of Executive Engineer (Ele,)/Deputy Controller of Accounts who will also preside over while disposing of the appeal cases by the General public and is in charge of the various activities of the forum.

The address of the newly constituted Revenue District wise forum is given below for the consumers to approach, in case of any complaints not getting resolved in the local offices, within a period of 3 months’ time.

**Name of the Revenue Districts, Chairpersons, Member Nominated by BESCOM,**

**Member nominated by KERC and Head Quarters of CGRFs as on 30.09.2023.**

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| **Sl. No.** | **Name of the Revenue District** | **Chairperson** | **Member Nominated by BESCOM** | **Name of the member nominated by KERC** | **Forum’s Head Quarters** |
| 1 | Bengaluru Urban | Superintending Engineer (El.,), West Circle, BESCOM,  Mobile: 9449847999 | Deputy Controller Of Accounts, West Circle, BESCOM  Mobile: 9449877272 | Sri. K. S. Mallappa Gowda,  Bengaluru.  Mobile: 9448084539 | West Circle Office, BESCOM, CA Site No. 05, West of Chord Road, 3rd stage, Bhimajyothi, HBCS Layout, Next to Chord Road Hospital,  Basaveshwaranagar Bengaluru - 560079  Ph. No: 080-23225161 |
| 2 | Bengaluru Rural | Superintending Engineer (El.,), East Circle, BESCOM  Mobile: 9449877999 | Deputy Controller Of Accounts, East Circle, BESCOM  Mobile: 9449844865 | Sri. R. K. Singh Bengaluru.  Mobile: 9008775794 | East Circle Office, BESCOM, No. 232, 5th Main, 3rd Cross, HRBR Layout, Next to Banaswadi Traffic Police Station, Banaswadi 2nd Block, Kalyan Nagar, Bengaluru - 560043  Ph No: 080-22863433 |
| 3 | Ramanagara | Superintending Engineer (El.,), Ramanagara Circle, BESCOM  Mobile: 9449841655 | Deputy Controller Of Accounts, Ramanagara Circle, BESCOM  Mobile: 9449841658 | \_ | Ramanagara Circle Office, BESCOM, TTMC Building, Kengeri, Bengaluru - 560060  Ph. No: 080-28488718 |
| 4 | Kolar | Superintending Engineer (El.,), Kolar Circle, BESCOM Mobile: 9448279008 | Deputy Controller Of Accounts, Kolar Circle, BESCOM Mobile: 9448279579 | Smt. Vijaya Kumari  Kolar.  Mobile: 9986392018 | Kolar O & M Circle Office, BESCOM, Kolar Main Road, Kolar - 563101,  Ph. No: 08152-220641/ 220642 |
| 5 | Chikkaballa pura | Superintending Engineer (El.,), Bengaluru Rural Area Zone, BESCOM Mobile: 9448452103 | Executive Engineer(El), Chikkaballapura Division, BESCOM Mobile: 9448279023 | Sri. Karthik B. Y.,  Chikkaballapura  Mobile: 9880274342 | Chikkaballapura Division Office, BESCOM, Opposite to G.P.O. Main Road, Chikkaballapura -562101,  Ph. No: 08156-272671 |
| 6 | Tumkur | Superintending Engineer (El.,), Tumkur Circle, BESCOM.  Mobile: 9448279006 | Deputy Controller Of Accounts, Tumkur Circle, BESCOM Mobile: 9448279582 | Sri. Shivashankar K. N, Tumkur.  Mobile: 9880288830 | Tumkur O & M Circle Office, BESCOM, Shivakumarswamy Circle, Kotithopu Road, Tumkur - 572102,  Ph. No: 0816-2278599 |
| 7 | Davanagere | Superintending Engineer (El.,), Davangere Circle, BESCOM.  Mobile: 9448279094 | Deputy Controller Of Accounts, Davanagere Circle, BESCOM.  Mobile: 9448279581 | Sri. G. K. Nijalingappa  Davanagere.  Ph. No: 9448462258 | Davanagere O & M Circle Office, BESCOM, Hadadi Road, Davanagere -577002,  Ph: 08192-263616 |
| 8 | Chitradurga | Superintending Engineer (El.,) (Office), Chitradurga Zone, BESCOM.  Mobile: 9448279580 | Executive Engineer (El.,), Chitradurga Division, BESCOM.  Mobile: 9448279014 | Sri. Madhusudana.J Chitradurga.  Mobile: 9448656550 | Chitradurga O & M Division Office, BESCOM, Behind DC Office, Chitradurga - 577501,  Ph: 08194-223125 |

1. **Customer Interaction Meeting:**

Customer Interaction Meeting is a platform for both consumer and local BESCOM officials to interact every month. CIM will be held in the sub-division on the prescribed day irrespective of whether it is a working day or holiday. Consumers can voice their long pending grievances, opinions and suggestions in CIM. Consumers can address their problems up to the level of CGRF through this platform.