**BANGALORE ELECTRICITY SUPPLY COMPANY LIMITED**

**CITIZEN’S CHARTER**

**TABLE OF CONTENTS**

1. **Introduction and Background**
2. **Vision**
3. **Mission**
4. **Objective of Citizen’s Charter**
5. **Stakeholders / Consumers**
6. **Key Information**
7. **Services**
8. **Grievance Redressal Mechanism**
9. **List of Primary Responsibility Centres**
10. **Expectations from Service Recipients / Consumers**
11. **Introduction and Background of the Company**

In 1999, the Government of Karnataka introduced reforms in Karnataka Power Sector by enacting the Karnataka Electricity Reforms Act. As the first step, the erstwhile Karnataka Electricity Board, which was responsible for power transmission and distribution within the State of Karnataka, was corporatized as Karnataka Power Transmission Corporation Limited (KPTCL) with effect from 1.8.1999. KPTCL remained as a transmission company. Distribution of power was entrusted to four regional distribution companies with effect from 1.6.2002 namely BESCOM, HESCOM, MESCOM and GESCOM. One more distribution company by name CESC was formed in Mysore with effect from 1.4.2005 by bifurcating the jurisdiction of MESCOM.

Bangalore Electricity Supply Company which was brought into existence as a part of reform process with effect from 01.06.2002 has been entrusted with distribution of power in the districts of Bangalore Urban/Rural, Kolar, Tumkur, Ramanagar, Chikkaballapura, Chitradurga and Davangere Districts.

**Profile**

|  |  |
| --- | --- |
| Area covered | 41,092 Sq.Kms. |
| Districts | 8 |
| Population: | 2.07 Crores |
| Distribution Transformers as on 30.09.2014 : | 203803 |
| Length of HT Line as on 31.10.2014 : | 84579 Route kms |
| Length of LT Line as on 31.10.2014 : | 160311 Route Kms |
| No. of employees as on 31.10.2014 |  |
| Sanctioned : | 17592 |
| Working : | 12047 |
| Total assets as on 31.3.2014 |  |
| Gross block : | Rs.5601.20 Crores |
| Net block : | Rs.3828.95 Crores |
| Turnover during 2013-14 : | Rs.11778.35 Crores |
| Sub Stations : | 419 |
| Total no. of Consumers : | 92.41 lakhs as on 31.10.2014 |
| **Category of consumers** | as on 31 -10 -2014 |
| **LT Category** | in Lakhs |
| Domestic: | 70.30 |
| Commercial : | 08.49 |
| Irrigation Pump sets: | 07.12 |
| Industrial: | 01.73 |
| Water Supply: | 00.57 |
| Public lighting : | 00.56 |
| Others: | 03.53 |
| Total : | 92.30 Lakhs |
| **HT category :** |  |
| Industrial  Commercial  Lift Irrigation  Residential: | 00.11 Lakhs |
| **Total** | **92.41 Lakhs** |

1. **Vision**

The vision of BESCOM is to become number one in customer satisfaction in South Asia in Power distribution.

1. **Mission**

To ensure absolute consumer satisfaction and continuous profit in business.

1. By ensuring total employee satisfaction.
2. By developing infrastructure commensurate with growth, thus ensuring reliable and quality power supply.
3. By using best technology in communication and best practices in power sector.
4. **Objective of Citizen’s Charter**

This Citizen’s Charter represents the commitment of the BESCOM towards the standard, quality and time frame of service delivery, grievance redressal mechanism, transparency and accountability. The main objective of this Citizen’s Charter is to educate and empower the citizens in relation to the public service delivery rendered by BESCOM. This document declares the intention and the commitment of BESCOM for providing quality services, taking into account the requirements and expectations of consumers while also maintaining standards of services.

This citizen’s charter is a document that

* Communicates the services of BESCOM
* Specifies the service standards, complaints handling and redressal standards, primary responsibility centres and the next higher authority.
* Provides details on the grievance redressal mechanisms.
* Serves as a resource directory providing information on the services, procedures, personnel and contact persons from head office to the field level, responsible for implementing the charter and providing quality service to the consumers of BESCOM.

1. **Stakeholders / Consumers**

1. ALL consumers of BESCOM.

2. All employees of BESCOM.

3. KERC, KPTCL, CERC, Electrical Inspectorate and other ESCOMS in the State.

4. Government of Karnataka – Department of Energy.

5. Government of India - Ministry of Power.

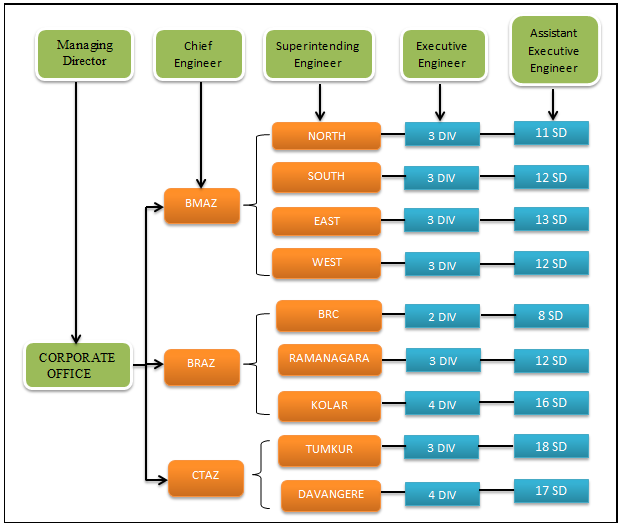
6. Vendors, suppliers and contractors of BESCOM

7. BESCOM Employee Organizations and other citizen organizations, institutions, Universities or Research Institutions having relationship with BESCOM.

A consumer means any person who is supplied with electricity for his own use by a licensee under the Electricity Act 2003 or any other law for the time being in force and includes any person whose premises are for the time being connected for the purpose of receiving electricity with the works of the licensee.

1. **Key Information**

**Organisation Structure**

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# Zonal Office is headed by an Officer of the rank of a Chief Engineer (CE).

# Circle Office is headed by Officer of the rank of a Superintending Engineer (SE).

# Division is headed by Officer of the rank of an Executive Engineer (EE).

# Sub Division is headed by Officer of the rank of an Assistant Executive Engineer (AEE).

# BESCOM CORPORATE OFFICE

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**7.0 Services**

KERC schedule of services

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Sl.No** | **Nature of Complaint / Service** | **Redressal Standards (Indicative maximum time limit for rendering service)** | **Primary Responsibility Centers** | **Next Higher Authority** |
| **I**  1 | **Failure of Power supply due to :-**  F**u**se off Call at aerial cutouts / Sealable cutouts  a) Towns and Cities    b) Rural area | a) 4 Hours  b) 24 Hours | CCCD (Central Consumer Complaints Division)/ Service station of the Sub Dvn / A.E (O&M)/J.E (O&M) / Section officer/ Line Man in the Lineman camp |
| AEE (El) of the Sub-Division |
| 2 | Snapping of Wire (a) Towns and Cities  a) Towns and Cities  b) Rural area | i) De-energisation in case it is not  de energised automatically,  immediately on receipt of the  information.  ii) Restoration of power supply  within 6 Hours | CCCD / Service station of the Sub-Division / A.E (O&M) / J.E. (O&M)/ Section Officer / Line Man in the Lineman camp    ” | AEE (El) of the Sub-Division        ” |
| 1. De-energisation in case it is not de energized automatically, immediately on receipt of the information   ii) Restoration of power supply  within 24 Hours |
| 3 | Falling of trees on overhead lines (without breaking of poles)  (a) Towns and Cities  (b) Rural area | i) De-energisation in case it is not  de energised automatically,  immediately on receipt of the  Information.  ii) Restoration of power supply  with in 10 Hours | CCCD / Service station of the Sub-Division / A.E. (O&M) / J.E. (O&M)/  Section Officer /Line Man in the Lineman camp  ” | AEE (El) of the Sub-Division        ” |
| (i) - D-  ii) Restoration of power supply within 24 Hours |
| 4 | Fire due to short circuit of LT lines consequent to loose spans and touching of tree branches  a) Towns and Cities  b) Rural area | a) 6 Hours    b) 12 Hours | CCCD / Service station of the Sub-Division / A.E. (O&M) / J.E. (O&M)/  Section Officer /Line Man in the Lineman camp | AEE (El) of the Sub-Division |
| 5 | Interruptions due to break down of  (i) 11 KV line - Overhead  a) Towns and Cities  b) Rural area | a) 6 Hours  b) 24 Hours | CCCD / Service station of the Sub-Division / A.E (O&M) /J.E. (O&M)/ Section Officer / Line Man in the Lineman camp      ”    ”  ”    ”  ” | AEE (El) of the Sub-Division  ”  ”  ”  ”  ” |
| (ii) HT U.G Cable faults In all Towns and Cities | Temporary arrangement for restoration of power supply with in 24 Hours and rectification of Cable Fault within 7 days |
| (iii) Failure of Transformer   1. Towns and Cities   b) Rural area | a) 24 Hours  b) 72 Hours |
| (iv) LT Line  a) Towns and Cities  b) Rural area | a) 6 Hours  b) 24 Hours |
| (v) Service main both overhead and under ground  a) Towns and Cities  i. Overhead  ii. U.G Cable | i) 24 Hours  ii) Temporary arrangement for restoration of power supply with in 24 Hours and rectification of Cable fault within 3 days |
| (b) Rural area | 1. 48 Hours |
| (vi) Burnt out meter      a) Towns and Cities  b) Rural area | Subject to payment of meter cost as per section 28.00 of KERC (ES&D) Code, 2000-01    a) 24 Hours  b) 48 Hours |
| 6 | (i) Street lights not functioning  a) With in Bangalore Mahanagara Palike (BMP)  area and wherever Street lights are being  Maintained by the Local authority.  b) At adjoining places of Bangalore other than  Bangalore Maha Nagara Palike area) | a) To report to Bangalore  Mahnagara Palike/ Local  authority Street lights  Maintenance office in that  locality 24 Hours.    b) 24 Hours | CCCD / Service station of the Sub-Division / A.E. (O&M) / J.E. (O&M)/ Soujanya counter of the Sub division | AEE (E) of BMP / Local authority in charge of Street lights        AEE (El) of the Sub-Division |
| c) Towns and Cities | c) 48 Hours |
| d) Rural area | d) 48 Hours |
| ii) Replacement of lamps and street light fittings  a) With in Bangalore Mahanagara Palike (BMP) area  and wherever Street lights are being maintained by  the Local authority.  b ) Towns and Cities | a) To report to Bangalore  Mahanagara Palike / Local  authority Street lights  Maintenance office in that  locality - 24 Hours  after supply of Bulbs/lamps 7  accessories by BMP / local  authority | CCCD / Service station of the Sub-Division / A.E. (O&M) / J.E. (O&M)/ Soujanya counter of the Sub division Section Officer /Line Man in the Lineman camp  ” | AEE (E) of BMP / Local authority in charge of Street lights  ” |
| (b) 24 Hours after supply of fittings by local authority |
| c) Rural area | (c ) 48 Hours after supply of fittings by local authority |
| **II** | **DISCONNECTION AND RECONNECTION**   1. Reconnection after payment of dues of KPTCL Both for Towns, Cities and Rural area | (i) 24 Hrs if the disconnection  period is not exceeding six  months | AAO of the Sub Dvn/ A.E (O&M).J.E (O&M)/Secion Officer  ”  ” | AEE (El) of the Sub-Division  ”  ” |
| (ii) 48 Hours if the disconnection  period is exceeding six  months |
| (a) In cases where agreement is  not terminated, the Consumer  shall clear outstanding  arrears, produce interior  wiring fitness certificate  issued by the licensed  Electrical Contractor |
| (b) In cases where agreement is  terminated, the Consumer  shall apply afresh as per  Section 4.12 (V) of KERC  (ES&D) Code, 2000-01 |
| 1. Reconnection when disconnected by over sight (Exceptional cases) even though bill amount is paid    * 1. Towns and Cities      2. Rural Area | a) 6 Hours.  b) 24 Hours. | AAO of the Sub Dvn/ A.E (O&M).J.E (O&M)/Secion Officer | AEE (El) of the Sub-Division |
| **III**  1          2 | **VOLTAGE COMPLAINTS**  Low Voltage Complaints    Both for Towns, Cities and Rural area | 15 days in case of local problem and 6 months in cases requiring augmentation of distribution system | CCCD / Service station of the Sub-Division /  A.E. (O&M) / J.E. (O&M)/ Soujanya counter of the Sub division/Section Officer /Line Man in the Lineman camp | AEE (El) of the Sub-Division |
| Voltage Fluctuations  (a) Towns and Cities  (b) Rural area | a) 4 days.  b) 8 days. | CCCD / Service station of the Sub-Division / A.E. (O&M) / J.E. (O&M)/ Soujanya counter of the Sub division/Section Officer /Line Man in the Lineman camp | AEE (El) of the Sub-Division |
| **IV**  1  2  3 | **METERING AND METER READING** |  | | |
| Replacement of Non-recording meters and other faulty meters where Supply is not affected**.**    a) Towns and Cities  b) Rural area | a) 7 days  b) 10 days | A.E. (O&M) / J.E. (O&M)/ Soujanya counter of the Sub division/Section Officer. | AEE (El) of the Sub-Division |
| Not reading the installations on the dates fixed for meter reading    a) Towns and Cities  b) Rural area | a) 2 days  b) 3 days | A.A.O / S.A of accounting unit/ A.E. (O&M) / J.E. (O&M)/ Soujanya counter of the Sub division/Section Officer. | AEE (El) of the Sub-Division |
| Accidental breakage of seals provided to the meter on report by the consumer where no tampering of meter no tampering of meter is suspected.  Both for Towns, Cities and Rural Area | Inspection and report within 24 Hours and replacemet of meter within 8 days | A.E. (O&M) / J.E. (O&M)/ Soujanya counter of the Sub division/Section Officer. | AEE (El) of the Sub-Division |
| **V** | **VERIFICATION OF BILLS** |  | | |
| 1      2    3 | Issue of First bill | Immediately after the date of service in the next meter reading date | A.A.O/AE(Tech) of the sub division | AEE Ele. of the Sub division |
| Mistakes in totaling by the MR while issuing the bills  a) Towns, Cities and Rural area  b) Rural area where there is no accounts unit | a) On the same working day  b) 2 working days | A.A.O / S.A of accounting unit/ A.E. (O&M) / J.E. (O&M)/ Soujanya counter of the Sub division/Section Officer. | AEE (El) of the Sub-Division |
| Wrong calculation by the MR while issuing the bills and use of wrong meter constant  a) Towns and Cities  b) Rural area where there is no accounts unit | a) On the same working day    b) 3 working days | A.A.O / S.A of accounting unit/ A.E. (O&M) / J.E. (O&M)/ Soujanya counter of the Sub division/Section Officer. | AEE (El) of the Sub-Division |
| Wrong recording of reading by Meter Reader  a) Towns and Cities    b) Rural area | a) 2 working days     b) 8 working days | A.A.O / S.A of accounting unit/ A.E. (O&M) / J.E. (O&M)/ Soujanya counter of the Sub division/Section Officer. | AEE (El) of the Sub-Division |
| 4 | Excessive billing. Both for Towns, Cities and Rural Area. | On the same working day | A.A.O / S.A of accounting unit/ A.E. (O&M) / J.E. (O&M)/ Soujanya counter of the Sub division/Section Officer. | AEE (El) of the Sub-Division |
| 5 | Amount already paid by consumer shown as arrears. (Provided the bill amount is paid at the Sub Division where the bill is issued) Both for Towns, Cities and Rural Area. | On the same working day | A.A.O / S.A of accounting unit/ A.E. (O&M) / J.E. (O&M)/ Soujanya counter of the Sub division. | AEE (El) of the Sub-Division |
| 6 | Wrong application of Tariff,  i) where field report is not necessary. Both for  Towns, Cities and Rural area | On the same working day | A.A.O / S.A of accounting unit/ A.E. (O&M) / J.E. (O&M)/ Soujanya counter of the Sub division.        ” | AEE (El) of the Sub-Division            ” |
| ii) Where field report is necessary    Both for Towns, Cities and Rural area | 8 working days. |
| 7 | Posting of wrong initial reading.  Both for Towns, Cities and Rural Area | On the same working day | A.A.O / S.A of accounting unit/ A.E. (O&M) / J.E. (O&M)/ Soujanya counter of the Sub division. | AEE (El) of the Sub-Division |
| 8 | Showing the short claims in the monthly bill without furnishing the details to the consumer. Both for Towns, Cities and Rural Area. | Detailed statements shall be furnished within 3 working days both in case of computer    Billing and manual billing. | A.A.O / S.A of accounting unit/ A.E. (O&M) / J.E. (O&M)/ Soujanya counter of the Sub division. | AEE (El) of the Sub-Division |
| 9 | Wrong postings, i.e postings of receipts to wrong RR nos. Both for Towns, cities and Rural Area | On the same working day | A.A.O / S.A of accounting unit/ A.E. (O&M) / J.E. (O&M)/ Soujanya counter of the Sub division. | AEE (El) of the Sub-Division |
| 10 | Discrepancies in billing like Improper billing of Non- recording period of meters (MNR), Not issuing the average bills for the door lock cases etc.  Both for Towns, Cities and Rural area | On the same working day | A.A.O / S.A of accounting unit/ A.E. (O&M) / J.E. (O&M)/ Soujanya counter of the Sub division. | AEE (El) of the Sub-Division |
| **VI** | **NEW CONNECTIONS**:-  Service Standards |  | | |
| 1. Time frame to furnish feasibility report for arranging power supply and issue of power sanction letter. Both for Towns, Cities and Rural Area | 6 working days | A.E.E (E) / A.E (T) of the Sub Dvn. | E.E (El) of the Division |
| a) Domestic Lighting  - 7 working days. |
| b) Commercial Lightiing  -7 working days. |
| c) A.E.H  -7 working days. |
| e) IP Sets/ Street Lights  - 15 working days. |
| f) Buildings, Regn. 9.00  -15 working days. |
| g) Layouts, Regn. 10.00  -30 working days. |
| h) HT / EHT Power  -15/30 working days. |
| (i) Temp. Ltg/Power  -2 working days |
| 2                                                              3 | Time frame for servicing of new installation :-  Agreement, payment of Deposits. Both for Towns, Cities and Rural are – | 15 working days plus time required for Inspectorate approval    ”  ”  ”  ”  ”      ”           ” | A.E.E (E) / A.E (T) of the Sub Dvn.      ”  ”  ”  ”  ”      ”        ” | E.E (El) of the Division        ”  ”  ”  ”  ”    ”        ” |
| a) Dom / Com Ltg./ AEH  - 30 days. |
| b) L.T Industries  15 Days Plus period required for execution of  service line work. |
| c) I.P Sets/ R.E/ Street Lights -    As priority, seniority and Annual Target |
| d) H.T Power  15 Days Plus period  required for execution of service for execution |
| e) E.H.T Power  5 days Plus period required for execution of service  for execution |
| f) Temporary Power Supply  Up to 5 KW - 3 days  Up to 25 KW - 10 days  Up to 50 KW - 20 days |
| g) Tatkal Scheme applicable for Domestic Lighting.  A.E.H., Commercial Lighting - 8 days |
| Opening the test reports of the new installations  immediately after service and issuing the first bill - First meter reading date after 30 days | 15 Days | AAO / SA of the Sub divison | AE.E (El) of the Division |

KERC Standards of Performance will be followed for such services/cases that are not covered by the above Service Standards.

**8.0 Grievance Redressal Mechanism**

**BESCOM has put in place, various for Grievance Redressal mechanisms.**

1. **"Public Grievance Redressal System (PGRS)"**

This is the multi-point Public Grievance Redressal System developed in order to provide an effective grievance redressal mechanism. The system has been so designed that it would cater to the redressal of grievances related to electricity and its un‐interrupted supply in the circle 24/7.

The web based PGRS system can be accessed from anywhere through internet to log complaints. Any consumer can log his/her complaints directly by PGRS website to central database without username & password with basic internet connection and by own computer or mobile hand held devices. Consumer query will be received with a docket number as a feedback.

BESCOM has made efforts to ensure that the PGR system is customer friendly & can be accessed by their consumers through different modes. Complaints can be made via –

* Website - (<http://bescompgrs.com/>)
* Email – helplinebescom@gmail.com
* SMS - (9243150000)

Consumer can send SMS to 9243150000 to register their complaint in the format given below:

* + BESCOM  < Sub- division code>< Nature of complaint>
  + Eg: BESCOM N2 No Power Supply since 10.10 PM

The functioning of application is as follows:

* + Once the SMS is received, consumer gets back the acknowledgment message with ticket number. If Consumer does not receive acknowledgement message he/she can call to 1912 or mail to helplinebescom@gmail.com
  + The application forwards complaint message to the concerned Sub-Divisional AEE, EE for necessary action.
* Facebook
* Telephone - (1912)

**Categorisation of grievances in PGRS-BESCOM and REDRESSAL STANDARDS**

**(Indicative maximum time limit for rendering service)**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Category** | **Nature of complaints** | **Sub Category** | **Duration** | |
| **Urban** | **Rural** |
| A | Failure of Power supply | Fuse off Call | 4 hrs | 24 hrs |
| Snapping of Wires | 6 hrs | 24 hrs |
| Falling of trees on overhead lines | 10 hrs | 24 hrs |
| 11kV Overhead breakdown | 6 hrs | 24 hrs |
| 11kV UG cable breakdown | 24 hrs | 24 hrs |
| LT Line breakdown | 6 hrs | 12 hrs |
| Service main(UG/OH) | 24 hrs | 48 hrs |
| Meter burnt out | 24 hrs | 48 hrs |
| Safety issues | 1 hr | 1 hr |
| B | Disconnection and Reconnection | Reconnection after payment of dues | 24 hrs | 48 hrs |
| Reconnection when disconnected by over sight | 6 hrs | 24 hrs |
| C | Voltage Complaints | High/Low Voltage | 15 days | 15 days |
| Voltage Fluctuations | 4 days | 8 days |
| D | Metering and Meter Reading | Replacement of MNR/Faulty Meters | 7 days | 10 days |
| Meter Not Read by MR | 2 days | 3 days |
| Accidental breakage of Meter Seals | 8 days | 8 days |
| E | Billing Issues | Wrong Reading by MR | 2 days | 8 days |
| Excessive billing/ Amount already paid by consumer shown as arrears / Posting of wrong Reading/ Door Lock/ Average Bill for MNR installations | 1 day | 1 day |
| Wrong application of Tariff | 8 days | 8 days |
| Any Short Claims in the monthly bill without furnishing the details to the consumer | 3 days | 3 days |
| F | TC failure Complaints | Water Supply | 24 hrs | 72 hrs |
| Domestic |
| Mixed load |
| Irrigation |
| G | Others | Straightening of bent pole | 3 days | 3 days |
| Replacement of damaged pole | 15 days | 15 days |
| Shifting of Poles | 15 days | 15 days |
| Tree trimming | 7 days | 7 days |
| Theft | 1 Month | 1 Month |
| Allegations on staff | 1 Month | 1 Month |
|  |  | Others | 1 Month | 1 Month |

1. **24x 7 Helpline**

* A 24X7 Customer Helpline is functioning in the premises of   corporate office, Bangalore. The helpline number is 1912.
* There are 150 Customer Support Executives, 12 Team Leaders and 4 Team Managers, in charge shift Assistant Engineers with supporting staff are functioning in the Customer Service Centre, to facilitate consumers. An additional 15 seater helpline is also functioning at Rajajinagar with 60 Customer Support Executives, 4 Team Leaders and 4 Team Managers.
* BESCOM has enriched its Customer helpline through the latest technologies where all the conversations between executives and consumers are being recorded.
* Through this system BESCOM is ensuring that call auditing is done which in turn enhances the quality of service being rendered to our consumers.

1. **Customer Interaction Meeting**

* For better consumer service and timely disposal of consumer complaints, Customer Interaction Meeting will be held once in a month in all the Sub Divisions to resolve and redress the complaints of consumers.
* Meeting venue, date and time will be published well in advance by the Sub Divisional Office through local newspapers, handbills, notice board and electronic media.
* CIM schedule is available in the website to ascertain date and time of the CIM meeting well in advance.
* CIM is a consumer participatory. Here consumers can voice their grievances. The same will be heard and CIM proceedings will be recorded, videographed and will be uploaded in Youtube. Consumer will be issued with an acknowledgement indicating time to resolve the problem.
* In CIM, once consumer registers complaint, complaint will be heard at the Sub Divisional level. If the complaint is not addressed within the stipulated time by the concerned, the complaint will be escalated to next authority.
* In case, if the consumer is not satisfied with the service, consumer can also appeal to Consumer Grievance Redressal Forum (CGRF), which is a quasi -judicial body.

# Consumer Grievance Redressal Forum

# The Electricity Act 2003 has come into effect from 10th June 2003. In exercise of powers conferred on the Commission by Section 181 read with sub-section (5), (6) and (7) of Section 42 of the Electricity Act, the Regulations relating to Consumer Grievance Redressal Forum and Ombudsman has been issued. The objective of this Regulation is to protect the interests of electricity consumers and to give them an additional Forum to bring their complaints and grievances before the Forum and Ombudsman for quick Redressal.

# BESCOM has constituted a Consumer Grievance Redressal Forum consisting of the following members for the benefit of its consumers in Bangalore Urban, Bangalore Rural, Ramanagar, Kolar, Chikkaballpura, Tumkur, Davanagere and Chitradurga.

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **The Pattern of Consumer Grievance Redressal Forum in Revenue Districts** | | | | | |
| **Sl No** | **Name of Revenue District** | **Chairperson** | **Member Nominated by BESCOM** | **Name Nominated by Hon'ble KERC** | **Forum's Head Quarters** |
| 1 | Bangalore Urban | Superintending Engineer(El.,), West Circle Mob : 9449050909 | Deputy Controller of Accounts, West Circle, BESCOM Mob : 9449877272 | To be nominated | West Circle Office, BESCOM, 2nd Block, Rajajinagar. Bangalore -10. Ph:080-23132113 |
| 2 | Bangalore Rural | Superintending Engineer(El.,), East Circle, BESCOM Mob :9449844799 | Deputy Controller of Accounts, East Circle, BESCOM Ph: 080-22863433 | To be nominated | East Circle Office No.12, Karur Road, Tasker Town, Banagalore-560051 BESCOM,Shivajinagar Ph: 22863422 |
| 3 | Ramanagar | Superintending Engineer (El.,), Ramanagar Circle, BESCOM Mob: 9449841655 | Executive Engineer (El.,), Ramanagar Division, BESCOM Mob: 9448279026 | To be nominated | Division office,BESCOM, Ramanagar -571511 Land Line: 080-27271385 |
| 4 | Kolar | Superintending Engineer (El.,), Kolar Circle, BESCOM Mob: 9448279008 | Deputy Controller of Accounts, Kolar Circle, BESCOM Ph: 08152-220643 | To be nominated | O&M Circle Office, BESCOM, Kolar-563101. Ph: 08152-220641 |
| 5 | Chikka-ballpura | Superintending Engineer (El.,), Bangalore Rural Area Zone, BESCOM Mob: 9448452103 | Executive Engineer (El.,) Chikkaballapura Division, BESCOM Mob: 9448279023 | To be nominated | Division Office, BESCOM, Chikkaballapura-562101 Ph:08156-272671 |
| 6 | Tumkur | Superintending Engineer (El.,), Tumkur Circle, BESCOM Mob: 9448279006 | Deputy Controller of Accounts, Tumkur Circle, BESCOM Ph: 0816-2275021 | To be nominated | O&M Circle Office, BESCOM, Tumkur -572102 Ph:0816-2278599 |
| 7 | Davanagere | Superintending Engineer (El.,), Davangere Circle, BESCOM Mob: 94482 79094 | Deputy Controller of Accounts, Davangere Circle, BESCOM Ph: 08192-263614 | To be nominated | O&M Circle Office, BESCOM, Davanagere -577002 Ph: 08192-263616 |
| 8 | Chitradurga | Superintending Engineer ((El.,), Chitradurga Zone, BESCOM Mob:9448279580 | Executive Engineer (El.,), Chitradurga Division Ph: 08194-223125 | To be nominated | O&M Division Office, BESCOM, Chitradurga -577501 Ph: 08194-223125 |

**The Ombudsman**

If the consumer is not satisfied with the orders of the CGRF, he/she can make further representation to the Ombudsman constituted by Karnataka Electricity Regulatory Commission within 30 days from the date of the Order of the Consumer Grievance Redrressal Forum.

Contact Details of the Ombudsman:

The Ombudsman

Karnataka Electricity Regulatory Commission,

6th Floor, Mahalakshmi Chambers,

MG Road, Bangalore - 560001

Tel: 91-80-25320213, 214, 339, 765

Fax: 91-80-25320338 email:kerc35@bsnl.in

Email: kerc35@bsnl.in

**9.0 List of Primary Responsibility Centres**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **Sl.**  **No** | **Circle** | **Division** | **EEContact No & e-mail ID** | **Sub Division** | **AEE Contact No** | **e-mail ID** |
| 1 | **South** | Jayanagar | 9449844612 eejayanagar@bescom.co.in | S1 | 94498 44661 | aees1@bescom.co.in |
| 2 | S2 | 94498 44662 | aees2@bescom.co.in |
| 3 | S5 | 94498 44665 | aees5@bescom.co.in |
| 4 | S6 | 94498 44660 | aees6@bescom.co.in |
| 5 | S9 | 94498 44669 | aees9@bescom.co.in |
| 6 | Kormangala | 94498 44613  eekoramangala@bescom.co.in | S3 | 94498 44663 | aees3@bescom.co.in |
| 7 | S4 | 94498 44664 | aees4@bescom.co.in |
| 8 | S7 | 94498 44667 | aees7@bescom.co.in |
| 9 | HSR | 94498 44825  eehsrlayout@bescom.co.in | S8 | 94498 44668 | aees8@bescom.co.in |
| 10 | S10 | 94498 44670 | aees10@bescom.co.in |
| 11 | S11 | 94498 44826 | aees11@bescom.co.in |
| 12 | S12 | 94498 44827 | aees12@bescom.co.in |
| 13 | **East** | Indiranagar | 94498 44616  eeindiranagar@bescom.co.in | E3 | 94498 44673 | aeee3@bescom.co.in |
| 14 | E4 | 94498 44674 | aeee4@bescom.co.in |
| 15 | E6 | 94498 44676 | aeee6@bescom.co.in |
| 16 | E7 | 94498 44677 | aeee7@bescom.co.in |
| 17 | E10 | 9449868808 | aeee10@bescom.co.in |
| 18 | Shivajinagar | 9449844617  eeshivajinagar@bescom.co.in | E1 | 94498 44671 | aeee1@bescom.co.in |
| 19 | E2 | 94498 44672 | aeee2@bescom.co.in |
| 20 | E5 | 94498 44675 | aeee5@bescom.co.in |
| 21 | E8 | 94498 44678 | aeee8@bescom.co.in |
| 22 | E9 | 94498 77171 | aeee9@bescom.co.in |
| 23 | Vidhanasoudha | 94498 44618  eevidhanasoudha@bescom.co.in | W3 | 94498 44683 | aeew3@bescom.co.in |
| 24 | W4 | 94498 44688 | aeew4@bescom.co.in |
| 25 | W5 | 94498 44685 | aeew5@bescom.co.in |
| 26 | **North** | Peenya | 94498 44609  eepeenya@bescom.co.in | N4 | 94498 44654 | aeen4@bescom.co.in |
| 27 | N5 | 94498 44655 | aeen5@bescom.co.in |
| 28 | N7 | 94498 44657 | aeen7@bescom.co.in |
| 29 | Malleswaram | 94498 44606  eemalleshwaram@bescom.co.in | C1 | 94498 44641 | aeec1@bescom.co.in |
| 30 | C2 | 94498 44642 | aeec2@bescom.co.in |
| 31 | C3 | 94498 44643 | aeec3@bescom.co.in |
| 32 | C6 | 94498 44646 | aeec6@bescom.co.in |
| 33 | Hebbal | 94498 44607  eehebbala@bescom.co.in | C4 | 94498 44644 | aeec4@bescom.co.in |
| 34 | C5 | 94498 44645 | aeec5@bescom.co.in |
| 35 | C7 | 94498 44647 | aeec7@bescom.co.in |
| 36 | C8 | 94498 44896 | aeec8@bescom.co.in |
| 37 | **West** | Rajajajinagar | 94498 44608  eerajajinagar@bescom.co.in | N1 | 94498 44651 | aeen1@bescom.co.in |
| 38 | N2 | 94498 44652 | aeen2@bescom.co.in |
| 39 | N3 | 94498 44653 | aeen3@bescom.co.in |
| 40 | N6 | 94498 44656 | aeen6@bescom.co.in |
| 41 | N8 | 94498 44897 | aeen8@bescom.co.in |
| 42 | R.R. Nagar | 94498 44619  eerajarajeshwarinagara@bescom.co.in | W1 | 94498 44681 | aeew1@bescom.co.in |
| 43 | W2 | 94498 44682 | aeew2@bescom.co.in |
| 44 | W6 | 94498 44686 | aeew6@bescom.co.in |
| 45 | W7 | 94498 44894 | aeew7@bescom.co.in |
| 46 | Kengeri | 94498 77033  eekengeri@bescom.co.in | K1 | 94498 44687 | aeek1@bescom.co.in |
| 47 | K2 | 94498 44892 | aeek2@bescom.co.in |
| 48 | K3 | 94498 44893 | aeek3@bescom.co.in |

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| 49 | **BRC** | Nelamanagala |  | Dodaaballapura | 94482 79080 | aeedodaaballapura@bescom.co.in |
| 50 | 9448279025 eenelamangaladivision@bescom.co.in | Magadai | 94482 79078 | aeekudur@bescom.co.in |
| 51 | TAVAERKERE | 94498 44871 | aeemagadi@bescom.co.in |
| 52 | Nelamangala | 94482 79077 | aeenelamangala@bescom.co.in |
| 53 | Kudur | 94480 42373 | aeetavarekere@bescom.co.in |
| 54 | Yelahanka | 9448279024 eeyelahankadivision@bescom.co.in | Devanahalli | 94482 79082 | aeedevanahalli@bescom.co.in |
| 55 | Hosakote | 94482 79084 | aeehosakote@bescom.co.in |
| 56 | Nandagudi | 94482 79085 | aeenandagudi@bescom.co.in |
| 57 | **Ramnagara** | Ramanagar | 9448279026 eeramanagar division@bescom.co.in | Ramnagara Urban | 9448279088 | aeeramanagarurban@bescom.co.in |
| 58 | Ramnagara Rural | 9448088763 | aeeramanagarrural@bescom.co.in |
| 59 | Bidadi | 9448094839 | aeebidadi@bescom.co.in |
| 60 | Channapattana Urban | 9448279090 | aeechannapattanaurban@bescom.co.in |
| 61 | Channapattana Rural | 9448279091 | aeechannapattanarural@bescom.co.in |
| 62 | Chandapura | 9448279027 eechandapura division@bescom.co.in | Anekal | 9448279092 | aeeanekal@bescom.co.in |
| 63 | Chandapura | 9448279093 | aeechandapura@bescom.co.in |
| 64 | Attibele | 9449844891 | aeeattibele@bescom.co.in |
| 65 | Kanakapura | 9449841650 eekkp@bescom.co.in | Kanakapura Urban | 9448279086 | aeekanakapuraurban@bescom.co.in |
| 66 | Kanakapura Rural | 9448279087 | aeekanakapurarural@bescom.co.in |
| 67 | Haro halli | 9449841648 | aeeapb.work@gmail.com |
| 68 | Sathnur | 9449844832 | aee.rmg@gmail.com |
| 69 | **Kolar** | Kolar division | 9448279019 eekolar division@bescom.co.in | Kolar Rural | 9448279059 | aeekolarurban@bescom.co.in |
| 70 | Kolar Urban | 9448279060 | aeekolarrural@bescom.co.in |
| 71 | Srinivaspura | 9448279063 | aeesrinivaspura@bescom.co.in |
| 72 | Chikkaballapura | 9448279023 eechikkaballapura@bescom.co.in | Bagepalli | 9448279071 | aeebagepalli@bescom.co.in |
| 73 | Chikkaballapura Rural | 9448279068 | aeechikkaballapurarural@bescom.co.in |
| 74 | Chikkaballapura Urban | 9448279069 | aeechikkaballapuraurban@bescom.co.in |
| 75 | KGF Division | 9448279082  eekgf division@bescom.co.in | Gowribidanur | 9448279073 | aeegowribidanur@bescom.co.in |
| 76 | Gudibande | 9448279072 | aeegudibande@bescom.co.in |
| 77 | Bangarpet | 9448279065 | aeebangarpet@bescom.co.in |
| 78 | KGF | 9448279064 | aeekgf@bescom.co.in |
| 79 | Chinthamani division | 9449844851 eechinthamani division@bescom.co.in | Malur | 9448279066 | aeemalur@bescom.co.in |
| 80 | Mulubagal | 9448279067 | aeemulubagal@bescom.co.in |
| 81 | Chinathamani Rural | 9448279061 | aeechinathamaniurban@bescom.co.in |
| 82 | Chinathamani Urban | 9448279062 | aet\_ruralchintamani@bescom.co.in |
| 83 | Shiddlagatta Rural | 9448279074 | aeeshiddlagattaurban@bescom.co.in |
| 84 | Shiddlagatta Urban | 9448279076 | aeeshiddlagattarural@bescom.co.in |
| 85 | **TUMKUR** | TUMKUR | 9448279016 eetumkur@bescom.co.in | TUMKUR CSD1 | 9448279045 | aeetumkurcsd1@bescom.co.in |
| 86 | TUMKUR CSD2 | 9448088690 | aeetumkurcsd2@bescom.co.in |
| 87 | TUMKUR RSD 1 | 9448088760 | aeetumkurrsd1@bescom.co.in |
| 88 | TUMKUR RSD 2 | 9448279046 | aeetumkurrsd2@bescom.co.in |
| 89 | GUBBI | 9448279047 | aeegubbi@bescom.co.in |
| 90 | NITTUR | 9448279048 | aeenittur@bescom.co.in |
| 91 | KUNIGAL | 9448279049 | aeekunigal@bescom.co.in |
| 92 | TIPTUR | 9448279017 eetiptur@bescom.co.in | TIPTUR | 9448279050 | aeetiptur@bescom.co.in |
| 93 | TURUVEKERE | 9448279052 | aeeturuvekere@bescom.co.in |
| 94 | CHIKKANAYAKANAHALLI | 9448279051 | aeechikkanayakanahalli@bescom.co.in |
| 95 | MADHUGIRI | 9448279018 eemadhugiri@bescom.co.in | MADHUGIRI | 9448279053 | aeemadhugiri@bescom.co.in |
| 96 | SIRA USD | 9448279055 | aeesirausd1@bescom.co.in |
| 97 | SIRA RSD | 9448279056 | aeesirausd2@bescom.co.in |
| 98 | KORATAGERE | 9448279058 | aeekoratagere@bescom.co.in |
| 99 | PAVAGADA | 9448279057 | aeepavagada@bescom.co.in |
| 100 | KODIGENAHALLI | 9448279054 | aeekodigenahalli@bescom.co.in |
| 101 | **DAVANGERE** | DAVANGERE | 9448279012 eedavanagere@bescom.co.in | DAVANGERE CSD1 | 9448279028 | aeedavanagerecsd1@bescom.co.in |
| 102 | DAVANGERE CSD2 | 9448279029 | aeedavanagerecsd2@bescom.co.in |
| 103 | DAVANGERE RSD | 9448279030 | aeedavanagerersd@bescom.co.in |
| 104 | ANAGODU | 9448094833 | aeeanagodu@bescom.co.in |
| 105 | JAGALUR | 9448279031 | aeejagalur@bescom.co.in |
| 106 | CHANNAGIRI | 9448279032 | aeechannagiri@bescom.co.in |
| 107 | SANTEBENNUR | 9448279033 | aeesantebennur@bescom.co.in |
| 108 | HARIHARA | 9448279013 eeharihara@bescom.co.in | HARIHARA | 9448279034 | aeeharihara@bescom.co.in |
| 109 | HONNALLI | 9448279035 | aeehonnali@bescom.co.in |
| 110 | HARAPANAHALLI | 9448279036 | aeeharapanahalli@bescom.co.in |
| 111 | CHITRADURGA | 9448279014 eechitradurga@bescom.co.in | CHITRADURGA CSD | 9448279037 | aeechitradurgacsd@bescom.co.in |
| 112 | CHITRADURGA RSD | 9448279038 | aeechitradurgarsd@bescom.co.in |
| 113 | HOLALKERE | 9448279040 | aeeholalkere@bescom.co.in |
| 114 | HOSADURGA | 9448279039 | aeehosadurga@bescom.co.in |
| 115 | HIRIYUR | 9448279015 eehiriyuru@bescom.co.in | HIRIYURU | 9448279041 | aeehiriyuru@bescom.co.in |
| 116 | CHALKERE | 9448279042 | aeechalkere@bescom.co.in |
| 117 | MOLKALMUR | 9448279043 | aeemolkalmuru@bescom.co.in |

**10.0 Expectations from Service Recipients / Consumers**

* Ensure the wiring etc. are designed and executed by Licensed Electrical Contractors and obtain work completion certificates from them in their standard format which should contain their License details.
* To provide proposals/applications complete in all respects with requisite documents containing correct and reliable information
* Contact BESCOM Jurisdictional Office directly for any help and avoid third party involvement.
* Ensure all safety norms such as safe distance from bare conductors, installations and equipment are followed and avoid accidents and damages.
* Consult and co-operate with BESCOM Officials for proper services, not only for you but also for other consumers.
* Report any unsafe conditions in the vicinity so that line interruptions are avoided.
* Participate in Customer Interaction Meetings held in your nearest Sub-Divisional Office and provide valuable suggestions / feedback for improvement of quality of services.
* In case of problems in service, lodge the complaints with our Customer Response Centre at 1912.
* Pay Bills in time and avoid supply interruptions.
* Citizen/Consumers are our partners hence contact us for changes in your service requirements if any and avoid penalty etc.