



Bangalore Electricity Supply Company Limited

(wholly owned Government of Karnataka undertaking)

Telephone : 080-2234 1199
Email ID : gmdsm@bescom.co.in
Ref No. : BESCOM/BC-51/2022-23/CYS-40
Encl. : Nil



Office of the
General Manager Ele).,
DSM, Corporate Office,
BESCOM, K.R. Circle,
Bangalore-560 001.
Date: 31-01-2023

Circular

Sub: Disposal of SRTPV applications duly following KERC/BESCOM guidelines and other issues related to processing of SRTPV applications.

Ref: 1. This Office Circular No.: BESCOM/BC-51/2021-22/CYS-39 dated:01.01.2022
2. This Office Circular No.: BESCOM/BC-51/2021-22/CYS-21 dated:03.09.2021
3. This Office OM No.: BESCOM/BC-51/2021-22/1056 dated:03.09.2021
4. This Office Circular No.: BESCOM/BC-51/2018-19/CYS-17 dated:20.09.2018

Preamble:

As per the directions of Additional Chief Secretary (ACS), Energy Department, GoK, a meeting was conducted on 04.01.2023 under the chairmanship of Managing Director, BESCOM with respect to the implementation of Solar Rooftop projects in BESCOM. The agenda of the workshop was implementation of Sourya Gruha Yojane in BESCOM and grievances faced by the consumers and system integrators while processing the SRTPV applications registered under non-subsidy scheme. The representative from Karnataka Renewable Energy System Manufacturers' Association(KRESMA) and Karnataka Renewable Energy Association(KREA) were present alongwith the system integrators to submit their grievances related to implementation of solar rooftop scheme before the Hon'ble MD, BESCOM.

The issues discussed related to processing the non-subsidy SRTPV applications are listed as below:

- The SDOs are not following the SRTPV online portal strictly and asking for hard copies of documents before processing their applications.
- The technical feasibility and PPA are not being uploaded timely. Till date out of total no. of applications registered in online portal i.e. 8495, only 7526 no. of technical feasibility has been issued and 4171 applications have been commissioned and updated in portal.

- As per the SRTPV guidelines, SRTPV plants of capacity more than 17.5kW should be commissioned by SDO/DO in coordination with MT staff but the SDO are insisting the consumers for MT inspection of SRTPV plants with capacity less than 17.5kW.
- In regard of SRTPV billing, Corporate Office is receiving various complaints on daily basis for delayed billing, incorrect billing etc.
- The meter readers are not recording readings of both the solar generation meter and bidirectional meter.
- The MT inspection report is not being uploaded in the portal by MT staff .
- The AETs ask for the test certificates of the grid tied inverters to be installed by the consumers.
- Due to poor coordination between technical and accounts staff of SDO/DO, the billing is not being done as per PPA terms & conditions for the consumers who have installed and commissioned SRTPV plants.
- Complaints are also received regarding improper co-ordination of BESCO officers/staff towards the consumers who approach the BESCO office for resolving issues related to SRTPV plants.

In this regard, it is informed that BESCO has developed a user friendly, simplified, transparent and end to end online portal for the SRTPV applications and the same was launched on 14.09.2018. Also, KERC has defined timelines for the various activity involved in processing the SRTPV applications which has been adopted by BESCO and notified vide OM dated:03.09.2021.

BESCO is also inviting online SRTPV applications under The Ministry of New and Renewable Energy (MNRE), Government of India, Phase-II of Grid Connected Rooftop Solar (GCRTS) Programme known as Sourya Gruha Yojane in BESCO wherein Central Financial Assistance (CFA) or subsidy is being provided for installation of RoofTop Solar (RTS) plants on rooftops of Residential Buildings

DSM section, Corporate Office, BESCO vide circular cited under ref(3) had instructed all the EEs/AEEs of DO/SDO to process the SRTPV applications in online portal only duly following the guidelines & standard of performance(SOPs) (timelines) specified in the said circular.

DSM section, Corporate Office, BESCO had also conducted training sessions from 15.12.2020 to 30.12.2020 for the office AEEs/AETs of the division and sub-

division offices in regard of procedure and guidelines to be followed for updation and disposal of applications in SRTPV portal. The said office had also issued circular cited under ref(1) and is continuously following up through emails and over phone with divisional AEEs and Sub-division AETs to update the applications registered in the SRTPV portal on regular basis but the progress observed till date is not satisfactory.

As per the Electricity (Rights of Consumers) Rules 2020 notified by the Ministry of Power, GoI, in case of delay on part of the Licensee without any reasonable cause, the Licensee is liable to pay compensation to the consumer at a rate which shall not be less than Rs.500 per day for each day of default. MNRE vide OM dated:19.12.2022 has directed the Distribution Licensees to issue suitable directions to all the field officers for adhering to the specified timelines for timely disposal of the SRTPV applications and fix their responsibilities of officers in case of noncompliance of SOPs and regulations notified as per provisions of the rules.

In view of this, all the SRTPV applications registered in the respective jurisdictions should be disposed strictly adhering to the timelines stipulated by DSM Section vide OM dated:03.09.2021 which is available in BESCO website.

The BESCO officers (CE/SE/EE/AEE of C,O&M and MT) can login in the online SRTPV portal through official mobile no. as per username and OTP received after logging, as the password and view all the SRTPV applications registered in their respective jurisdiction.

Hence, this circular.

No.: BESCO/BC-51/2022-23/CYS-40

Dated:31-01-2023

1. All the field officers are directed to process the SRTPV applications registered in their respective jurisdiction up to synchronization stage in the SRTPV online portal only strictly adhering to the KERC/BESCO timelines and guidelines available in BESCO website.
2. The SRTPV billing shall be done as per the PPA terms and conditions on monthly basis duly scrutinizing it and shall be mailed to the registered mail ID of consumer. In case of delayed/improper billing, the concerned officer shall be held responsible and accountable.
3. The Chief Engineer and the Superintending Engineer of the C, O&M zone/circle shall review the status of all the SRTPV applications registered in

their zone/circle on monthly basis mandatorily and take appropriate action to direct the field officers for timely disposal of SRTPV applications, timely billing and resolving issues related to the same. The proceedings of the review meeting shall be mandatorily furnished to the DSM Section, Corporate Office, BESCO.

4. Any lapses observed in the above cases will be viewed seriously by the higher management and necessary action shall be initiated.

All the SRTPV related OMs, circulars, guidelines etc are available in below link:

<https://bescom.karnataka.gov.in/new-page/SOLAR%20ROOFTOP/en>

For issues related to SRTPV applications, BESCO officers can raise the tickets by logging into the SRTPV portal. The credentials of solar helpdesk are as below.

Contact No. : 080-22340816

E-Mail ID : bescomsolarhelpdesk@gmail.com


Director (Technical)
BESCO