

**BANGALORE ELECTRICITY  
SUPPLY COMPANY LIMITED**



**CONSUMER HANDBOOK**

CORPORATE OFFICE  
K. R. CIRCLE, BANGALORE-560 001

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## Table of Contents

<b>About Us .....</b>	<b>4</b>
Company Profile.....	4
Our Network .....	4
Our Mission and Vision .....	4
<b>Basic Awareness .....</b>	<b>5</b>
How does electricity reach your home? .....	5
What is power crisis? .....	5
How does BESCO work during power failure? .....	5
<b>Our Services .....</b>	<b>6</b>
Getting a New Connection.....	6
Changing the Name (Transfer of an Installation) .....	6
Rebate to Consumers.....	6
Rebate on installing solar water heaters .....	6
Rebate for institutions involved in social welfare .....	6
Disconnecting and Reconnecting Power Supply.....	6
Reconnection charges .....	7
Changing Sanctioned Load.....	7
Mode of Payment .....	7
Energy Conservation and Safety Issues .....	8
Energy saving awareness .....	8
Tips on energy conservation .....	9
Safety is our concern.....	10
Customer Care Initiatives.....	10
24 X 7 Customer Care Helpline .....	10
SMS-based complaint management system .....	11
Interactive website .....	11
Customer Interaction Meeting (CIM) .....	11
Complaint register system (Soujanya Counters) .....	11
Facebook .....	12
<b>Consumer Grievance Redressal Forum .....</b>	<b>12</b>
Complaint to Consumer Grievance Redressal Forum (CGRF).....	12
<b>Appeal to Ombudsman.....</b>	<b>12</b>
<b>Frequently Asked Questions (FAQs).....</b>	<b>13</b>
<b>Contact Details .....</b>	<b>31</b>
<b>CIM Schedule.....</b>	<b>32</b>

## About Us

### Company Profile



In 1999, the Government of Karnataka introduced Reforms in the Karnataka Power Sector by enacting the Karnataka 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. Subsequently, the transmission and distribution functions of KPTCL were separated. 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.

### Our Network

BESCOM was created as part of a reform process that took effect on 01.06.2002. BESCOM was assigned with distribution of power in the districts of Bangalore Urban/Rural, Kolar, Tumkur, Ramanagar, Chikkaballapura, Chitradurga and Davanagere.

### Our Mission and Vision

## Mission & Vision

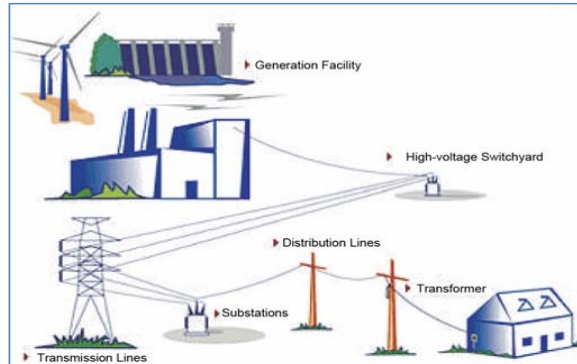
Our vision is to become Number One in Customer Satisfaction for power distribution in South Asia.

Our mission is to ensure absolute Customer Satisfaction and continued profit in the business by:

- Ensuring complete Employee Satisfaction
- Developing the infrastructure matching the growth, thus ensuring Reliable and Quality Power Supply.
- Using the best technology in Communication and Best Practices in the Power Sector.

## Basic Awareness

How does electricity reach your home?



- 1. Generation Facility:** Most of the electricity is produced by turbine blades rotating at speeds high enough to produce electricity in a generator. The blades can be rotated by water, stream or wind.
- 2. High-voltage Switchyard:** The electricity flows through metal conductor to a switchyard where a Transformer steps up voltage for transmission.
- 3. Transmission Lines:** Transmission Lines efficiently carry high-voltage electricity over long distances to Substations.
- 4. Substations:** At Substations, the high-voltage electricity is stepped down, so that it can be distributed over smaller distribution lines to homes and businesses.
- 5. Distribution Lines:** Distribution Lines carry electricity to neighbourhoods.
- 6. Transformer:** Transformers reduce the voltage to a level that can be used in homes.

**What is power crisis?**

Power reaches you from substations through a line or a cable. At your end, power supply is fed through cut-outs or fuses installed in your house or in a building near your meter. Power failure occurs most commonly due to blown fuses or damaged cables. The fuse blows due to short circuit or equipment overloading. Further, there may be problems with the line or cable between the substation and distribution lines. These problems normally occur due to storms, fallen trees or branches, bird interference, insulator failures, etc.

**How does BESCO work during power failure?**

When the field staff members get information about faulty lines or receive a consumer complaint regarding power supply interruption, they first find and isolate the faulty area in the feeder. Then, they restore power supply to the rest of the feeder. The isolated feeder is then rectified by earthing both sides of the faulty line and taking safety precautions for the lineman to attend the fault safely. Once the fault is rectified, the entire feeder is charged and power supply is normalized.



## Our Services

### Getting a New Connection

A consumer who wants to get a new connection has to first submit the following documents: ➤

- Duly filled-in application form
- Proof of ownership or occupation of premises along with voters ID card, PAN card or ration card
- Power Supply Agreement

After the consumer submits these documents, a Field Officer will inspect the site for the proposed connection. Once the documents are verified, the Field Officer prepares an estimate and a Licensed Electrical Contractor (LEC) provides the wiring diagram. The wiring diagram shows how the wiring will be done at the premises. Once the wiring is successfully completed, the Field Officer inspects the location for a final time before approving the power supply connection.

### Changing the Name (Transfer of an Installation)

To change the name, register your RR Number/10 digit Account ID, name, address and telephone number with a formal request letter at any Soujanya counter established in the jurisdictional area Sub-division. The following documents should be submitted:

- Formal letter of request for Change of Name
- Copy of the Sale Agreement
- NOC from the builder, owner or society
- Sale deed and tax payment receipts
- Copy of last paid power supply bill
- Indemnity Bond

### Rebate to Consumers

#### Rebate on installing solar water heaters

BESCOM has made it mandatory to install solar water heating systems in order to get a new connection. New connections are not provided unless and until solar water heaters are installed by the applicant. Additionally, a rebate of up to Rs 50/- per month is given to consumers who have installed solar water heaters.

#### Rebate for institutions involved in social welfare

A rebate is given for installations registered in the name of a house, school or hotel meant for the handicapped, aged, destitute and orphans or rehabilitation centres run by charitable institutions.

### Disconnecting and Reconnecting Power Supply

Disconnection of installations due to non-payment of bill will be done at the cutout of the premises or at the pole, before 1:30 PM, after issuing three days' disconnection notice

sticker in person to the occupant consumer or after pasting the sticker on the gate/door in case the premises is locked. If the consumer produces clear proof of payment, the installation will not be disconnected.

### Reconnection charges

The following reconnection charges are levied in case of disconnection. These charges are included in the monthly bill of the consumer.

The reconnection charges are listed in the following table:

Installation Type	Charges
Single phase domestic installations under tariff schedule LT1 & LT2 (a)	Rs. 20/- Per installation
Three phase domestic installations under tariff schedule LT2 (a) & single Phase commercial power installations	Rs. 50/- Per installation
All LT installations with three phase other than LT2 (a)	Rs. 100/- Per installation
All HT and EHT installations	Rs. 500/- Per installation

### Changing Sanctioned Load

The procedure for sanction of additional power is the same as for a new installation except that dues, if any, shall be cleared before sanction of additional power.

During the agreement period (normal or extended), the consumer is entitled to get the contract demand/sanctioned load reduced by executing a fresh agreement.

### Mode of Payment

BESCOM provides various options for its Consumers to make their bill payments.



#### ➤ Any Time Payment (ATP)

BESCOM has around 90 ATP kiosks across Bangalore Urban and Rural and a few district headquarters that directly collect cash and Cheques from Consumers via touch screen facility.

#### ➤ Any Where Payment (AWP)

With the AWP mode, Consumers can pay their bills at any BESCOM counter and not necessarily in the counter of area to which they belong.

#### ➤ Electronic Clearance System (ECS) through banks

ECS is an electronic mode of payment to transfer funds from one bank account to another. BESCOM supports ECS with IDBI bank, Corp bank, ICICI bank, Axis bank and Citi Union bank.

#### ➤ Online Payment:

Consumers can pay bills online, using the following options:

- Web portal
- Bill desk
- Bangalore One outlets
- Bill junction
- Easy bill outlets
- Pay world (Suvidha)

➤ **Cash counter at Sub-division**

Consumers can pay their electricity bills in any of the cash counters at the Sub-division using cash, cheque or demand draft payments.

➤ **Bangalore One**

It is a government initiative based on the one-stop shop concept. Consumers can get their electricity bill details, as well as can pay bills, in any of the Bangalore One centers across the city using cash, cheque, Demand Draft or Credit Card.

➤ **Easy Bill**

Consumers can pay their electricity bills through Easy Bill counters using cash payments.

## **Energy Conservation and Safety Issues**

This section provides useful important tips on energy conservation and safety precautions for its consumers.



### **Energy saving awareness**

BESCOM has been working towards spreading awareness on energy savings through various channels. Some of them are listed below.

➤ **Flash mobs:**

BESCOM has capitalized on the rising popularity of Flash Mobs to spread awareness on energy savings.

➤ **Dollu Kunitha:**

BESCOM organizes Dollu Kunitha, a folk form of art in Karnataka, to attract the attention of the public and to spread awareness on energy savings.

➤ **Veeragase dances**

Veeragase is a vigorous dance form native to Karnataka. These dances are organized to attract the attention of the public and spread awareness on energy savings.

➤ **Street plays**

Street plays are a form of theatrical performance and presentation in public spaces without targeting any specific paying audience. BESCOM conducts street plays to spread awareness on energy savings.

➤ **Hoardings**

BESCOM has created and set up hoardings all across the city and the districts to spread awareness about energy savings.

➤ **Bus shelter advertisements**



BESCOM has set up bus shelter advertisements across the city to spread awareness on energy savings.

➤ **Car stickers**

BESCOM is taking advantage of this rising trend and has introduced attractive car stickers with messages relevant to energy savings to ensure that the public is aware of this issue.

➤ **Radio jingles**

Radio jingles are short tunes conveying a message. BESCOM is using radio jingles to spread awareness on energy savings.

**Tips on energy conservation**

This section lists some tips on energy conservation:

- Switch off lights and electrical appliances when not in use
- Make maximum use of sunlight; it is free. Avoid use of artificial lighting during day time
- Use energy-saving tube lights and Compact Fluorescent Lamps (CFL) in place of incandescent lamps
- Keep bulbs and tube lights clean to get brighter light
- Use low wattage lamps for corridors and other less important areas
- Do not unnecessarily open refrigerator doors
- Avoid the use of decorative and concealed lighting
- Use air conditioning and climate control equipment sparingly
- Turn off all but security lights when the building is not occupied
- Use solar water heaters
- Use right size wiring. Do not use wires with many joints or loose joints
- Use energy-efficient irrigation pump sets according to requirements and save up to 25% on electricity



The following table lists energy savings on using CFL

Type of Bulb	Incandescent bulb	Compact Fluorescent Lamp
Prescribed wattage	80	11
Daily usage in hours	4	4
Electricity consumption per month	9.6 units/month	1.32 units/month
Bill amount / month, assuming Rs. 5/- per unit	Rs. 48/-	Rs. 6.6/-
Monthly savings	--	Rs. 41.4/-
Yearly savings	--	Rs. 496.8/-
Approximate Lifetime Savings	1000 hours	6000 - 8000 hours

## Safety is our concern

### Dos

- ✓ Always use approved quality wires and cables that are ISI marked
- ✓ Use insulated cutting pliers and screwdrivers while handling electric wires and equipment
- ✓ Cover any bare portions of electrical connections with insulation tape
- ✓ Always ensure that plug sockets are not within the reach of children
- ✓ Always ensure that matching plugs and sockets are used to avoid loose contact and consequent heating and melting
- ✓ Always use graded fuse or rated MCCB
- ✓ Use three-pin plugs and sockets only and ensure that the third point (Ground) is earthed
- ✓ Switch off lights and electrical appliances when not in use



### Don'ts

- ✗ Do not dump garbage below power lines
- ✗ Do not fly kites near power lines
- ✗ Do not operate electrical switches and equipment with wet hands
- ✗ Do not park vehicles near transformer centers, ring main units, etc.
- ✗ Do not try to remove or chop trees fallen on electrical lines
- ✗ Do not touch snapped wires
- ✗ Do not cut trees or branches near overhead electric lines
- ✗ Do not climb electric poles
- ✗ Do not use guy wires tied to poles for drying clothes
- ✗ Do not tie banners or publicity material on electricity poles
- ✗ Do not touch the fencing around transformers
- ✗ Do not try to tie animals to electric poles or guy wires
- ✗ Do not energize fences

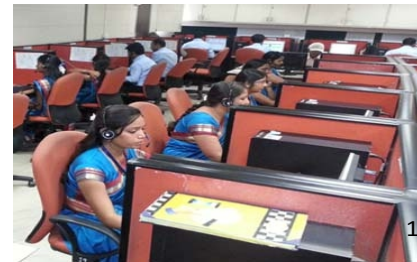
## Customer Care Initiatives

BESCOM has implemented several initiatives in order to serve its consumers. These initiatives are briefed below.

### 24 X 7 Customer Care Helpline

BESCOM has enriched its 24x7 Customer Care Helpline using the latest technology and software applications, along with an in-built automatic call transfer system.

Consumers can call the Customer Care Helpline on 080 2287 3333, which has 25 concurrent lines.



At present there are 120 Customer Support Executives, 12 Team Leaders, 4 Team Managers are working at Customer Service Cell (CSC). There are also shift Junior/Assistant Engineers along with Supporting staff working in CSC to help BESCO Consumers

All complaints registered through the 24x7 Customer Care Helpline are provided with docket numbers. Consumers can track the status of their complaint either through the helpline or through the BESCO website.

For transfer and speedy redressal of complaints, BESCO has introduced a wireless communication system, so that complaints can be conveyed to the concerned circles faster. This in turn facilitates faster resolution of issues.

#### **SMS-based complaint management system**

Consumers can send text messages to 9243150000 to register complaints. The format for the text message is as follows:

BESCO < Sub-division code> <Nature of complaint>

Example: BESCO N2 No Power Supply since 10:10 PM

Once the message is received, the consumer receives an acknowledgment message with the complaint ticket number. The complaint message is automatically forwarded to the concerned Sub-divisional Assistant Executive Engineer (Electrical) (AEE) or Executive Engineer (Electrical) (EE) for necessary action.



#### **Interactive website**

Consumers can log on to the online web portal [www.bescomhelpline.com](http://www.bescomhelpline.com) and directly log in their complaints. They can also monitor the status of their complaints on this web portal.

#### **Customer Interaction Meeting (CIM)**

For better customer service and timely disposal of consumer complaints, Consumer Interactive Meetings (CIMs) are held once in a month in all Sub-divisions to resolve and redress complaints. Refer to the CIM schedule at the end of this handbook for further details.

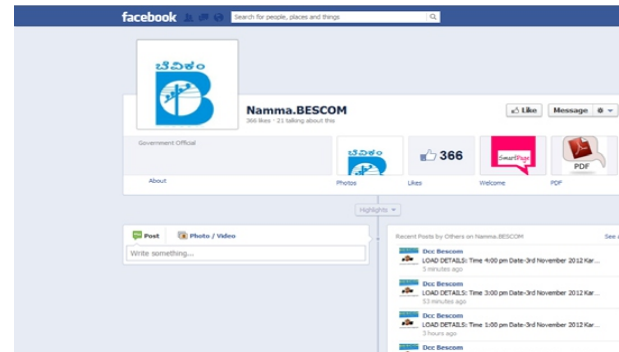


#### **Complaint register system (Soujanya Counters)**

To provide better service to customers, the Soujanya counters and service stations are being remodelled and refurbished to ensure quick and efficient customer service. Training programs to sensitise the field staff to improve their behaviour with customers are being imparted.

## Facebook

BESCOM has initiated use of Facebook to reach out to its consumers, employees and citizens. Most of the BESCOM employees/officers are members of Facebook, & this community includes from MD to field staff. Some of the active pages are Namma BESCOM, MD BESCOM etc. Facebook is being used as a platform to disseminate information about new initiatives, power interruptions, Consumer Interaction Meetings, etc. In addition, issues related to electricity supply, important circulars, meeting notices, proceedings and tender notifications are being posted on Facebook.



## Consumer Grievance Redressal Forum

### Complaint to Consumer Grievance Redressal Forum (CGRF)

In case consumers are not satisfied with our service, they can make a representation to the Consumer Grievance Redressal Forum (CGRF), which is a quasi-judicial body.

The objective of this regulation is to protect the interest of electricity consumers and to give them an additional forum to voice their complaints and grievances.

For more details contact:

Chairman  
Consumer Grievance Redressal Forum (CGRF)  
Corporate Office, K.R. Circle, Bangalore-560001  
Tele: 080 22343366  
Email: [cgrf05@gmail.com](mailto:cgrf05@gmail.com)

### Appeal to Ombudsman

If the consumer is not satisfied with the orders of the CGRF, he/she can make further representation to the Ombudsman.

For more details contact:

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](mailto:kerc35@bsnl.in)

## Frequently Asked Questions (FAQs)



### 1. Why do I face power failures?

Power reaches you from a Substation through lines or cables. At your end, the power supply is fed through cut-outs or fuses installed in your house or in a building near your meter. Power failure occurs most commonly due to blown fuses or damaged cables. The fuse blows due to short circuits or equipment overloading. Further, there may be problems with the line or cable between the Substation and distribution transformer. These problems normally occur due to storms, fallen trees or branches, bird interference, insulator failures, etc. Please call our Customer Center on 080 22873333 or send us an SMS to 9243150000 to report a power failure.

### 2. How do I report a power failure?

You can contact our Customer Care Helpline on 080 22873333 to lodge a power failure complaint. You can also send text messages to 9243150000 to register complaints. The format for the text message is as follows:

BESCOM < Sub-division code> <Nature of complaint>

Example: BESCOM N2 No Power Supply since 10:10 PM

You can also register other power related complaints or even receive updates on the status of power restoration. The Customer Care Helpline Executive will call you to verify your call resolution.

### 3. How often do I need to follow up reporting of power failure?

Once you report a power failure, there is no need to follow it up. BESCOM personnel quickly start working on the issue. However, although we make all possible efforts to resolve issues as quickly as possible, it may still take time to restore power depending on the nature of the fault. You may ask the Customer Care Helpline to provide the estimated time of restoration. The Customer Care Helpline will provide this information once the problem is identified. If power is not restored within a few hours or if power is restored for your neighbours but not for you, then you may contact the Customer Care Helpline once again to get the latest status on the issue.

### 4. Why do my neighbours have power supply, while mine is still off?

The power supply to your neighbour may be supplied from a different transformer, feeder or phase, which is not currently facing any disruptions. Nevertheless, in cases where Power is restored in your neighbour's house but not in yours, inform the issue to the Customer Care Helpline on 080 22873333 or send an SMS to 9243150000.

### 5. Can I use a portable generator during non-availability of power?

Residential Consumers can use generator sets in their homes during power outages or failures. However, Commercial and Industrial Consumers require a separate permission from the Government Electrical Inspectorate to do so. Generators should be connected in such a way that the power supply from the utility (BESCOM) and the power from the generator never become parallel. The generator should be connected after isolating the main supply through a double-throw switch to break the main circuit before the generator circuit is switched on. The generator should never be plugged or connected to the main supply inlet of a house. If it is connected in the same circuit, electricity will travel through the power line or transformer, which is dangerous to utility personnel working on the line. This switch is also necessary as it protects the generator set and appliances in the house when regular power supply is restored.



## FAQs (contd)...

### 6. What are the different voltage levels?

The declared voltages are as below:

- Low Tension Supply
  - ❑ Alternating Current, single phase, 50 c/s, 230 volts between phase and neutral
  - ❑ Alternating Current, 3-phase, 50 c/s, 400 volts between phases and 230 volts between phase and neutral
- High Tension Supply
  - ❑ Alternating Current, 3-phase, 50 c/s, 4.6/11/13.2/33 KV and also 2.2 KV, 25 c/s depending on the voltage available in the area
- EHT Supply
  - ❑ Alternating Current, 3-phase, 50 c/s, 66/110/220/400 KV or 2-phase supply at 220 KV

### 7. What is Connected Load?

Connected load is the sum total of the installed (connected) capacities in KiloWatts (KW) of all the energy consuming devices that can be used simultaneously in a consumer's premises. This is expressed in KW or KVA. If the ratings are in KVA, the same may be converted to KW by multiplying the KVA with 0.85. If the same or any apparatus is rated by the manufacturer in HP, the HP rating is converted into KW by multiplying it with 0.746.

### 8. What is Built-up area?

Built-up area is the sum of the building areas of each floor of the building, including the cellar. The area is measured between the external walls as per the actual construction or as per the sanctioned plan, whichever is higher.

### 9. What is a Multi Storied (MS) building?

A building that fulfils any of the following conditions qualifies as an MS building:

- Requisition load of 25KW or more
- or
- Built-up area of the building is more than 500 sq meter

### 10. Should consumers provide space in their premises to erect transformers for MS buildings?

The space for transformers and other associated equipment are to be provided as specified in Karnataka Electricity Regulatory Commission (KERC) (Recovery of Expenditure for Supply of Electricity) Regulations 2004 and its amendments from time to time.

### 11. Why is the consumption of one consumer different from their neighbour who has the same equipment?

Even though the same electrical gadgets and appliances are used by two consumers, their usage patterns are not generally the same. Usage of electrical gadgets and appliances depend mostly on lifestyle, individual habits and personal preferences. So, electricity consumption of consumers is not the same.



## FAQs (contd)...

### **12. Why does energy consumption vary from season to season?**

Usage of electrical appliances is strongly influenced by seasons. We tend to use heaters during winter and air-conditioners during summer. Days are shorter and nights are longer during winter, which results in higher lighting loads during winters.

### **13. Does the consumption of a ceiling fan depend on the speed set on the regulator?**

Yes, when a fan runs at a higher speed, it consumes more power.

### **14. There are three people in my household and six in my neighbour's. Even so, my bill is higher than that of my neighbour. Why?**

Even though the same electrical gadgets and appliances are used by two consumers, their usage patterns are not generally the same. Usage of electrical gadgets and appliances depends mostly on lifestyle, individual habits and personal preferences. So, electricity consumption of Consumers is not the same.

### **15. What is the procedure for electricity duty exemption?**

To apply for electricity duty exemption, register your RR Number/10 digit Account ID, name, address and telephone number at the jurisdictional area Sub-divisions. You must submit the following documents:

- Formal letter requesting for electricity duty exemption/tax exemption
- Copy of registration form or approval from one of the competent authorities
- Certificate or letter stating the date of commencement of operations for the location where exemption is requested
- Sale deed, partnership deed or land documents
- Indemnity bond

On duly receiving all documents, the electricity duty/tax exemption is granted from the next meter billing cycle. The following categories of industries are eligible for claiming electricity duty/tax on their bills:

- Information Technology and Biotechnology units
- 100 percent export-oriented units
- Export processing zones
- Industries set up in Special Economic Zones (SEZs)
- IT parks and Electronic Hardware Technology units

## FAQs (contd)...



### **16. My meter is tested OK, but I still feel my bill is rather high. What should I do?**

Normally, high bills are due to higher consumption because of some new electrical equipment, change of weather or festivals or other special occasions such as a marriage in the family. If none of these apply in your case, compare your unit consumption with earlier bills, preferably for similar periods. If you find that the unit consumption is normal, the bill amount can increase due to tariff revision or increase in Fuel Adjustment Charges (FAC) or Government duty.

An excess bill could also be due to incorrect readings taken for billing. This can be verified by checking the reading on your meter. If you are not satisfied, then you can contact BESCO Customer Care Helpline after which the matter is further investigated. High quality meters are being installed by BESCO for all its customers. The meters are procured from highly reputed manufacturers and these meters undergo extensive testing in the BESCO Meter Testing Lab before installing them at customer premises.

### **17. How is consumption of electricity billed?**

Consumers are billed according to the category and tariff scheduled in force. The components are applicable as per the Customer category.

### **18. What is one unit of power?**

All electrical equipment draw power once they are switched ON. The amount of energy consumed is measured in Kilowatt Hours (KWH), which is one unit of electricity. One KWH or unit of Electrical energy is consumed when wattage of the equipment multiplied by the usage in hours equals 1000 Watt Hour. So, one unit is the amount of energy consumed in lighting a 100 watt bulb for 10 hours or using a 2KW (2000 watts) geyser for half an hour. The electricity meter records consumption in units and bills it as energy charges.

### **19. What is Maximum Demand?**

Maximum Demand (MD) is the maximum amount of power a consumer has consumed in a 30-minute slot during the month timed from 12:00 AM by an internal clock in the meter. It is recorded as KVA by a Trivector meter.

### **20. What is power factor?**

Many large consumers draw more electrical power than that can be actually converted into useful energy. The extra power which does no useful work is called reactive energy and is measured in reactive units (rKVAh). Reactive energy is related to the power factor of the load. The lower the power factor, the more is the reactive energy drawn, resulting in overloading of supply cables. Certain types of equipment such as induction motors and air conditioning units inherently have a low power factor. Power factor can be improved by installing capacitors. Power factor penalty is levied if the power factor is less than the value set by KERC.

### **21. What are Fuel Adjustment Charges?**

The prevailing tariff for energy is based on average cost of fuel consumed for generation of power. The actual cost of fuel may vary from this cost. To account for this difference in price, Fuel Adjustment Charges (FAC) are levied.

### **22. What is tax on sale of electricity?**

Tax on sale of electricity is the charge levied on the current month bill from time to time in accordance with the BESCO/KERC regulations.





## FAQs (contd)...

### 23. What are Delayed Payment Charges?

Delayed Payment Charges (DCP) are the charges levied at a rate of 1 percent of the total electricity bill amount (including taxes and duties) if the bills are not paid within the due date. For the purpose of computation of time limit for payment of bills, the day of presentation of bill, the date of the bill or the date of issue of the bill, as the case may be, will not be excluded.

### 24. What are minimum monthly charges or fixed charges?

This is the minimum amount per month that a consumer has to pay even if no electricity is consumed during the month.

### 25. What is Multiplication Factor and how is it calculated? How is it different for each consumer?

Multiplying Factor (MF) is used to calculate the bill amount of consumers. Energy meters are generally designed to continuously withstand 440 volts and a maximum of 40A current. If consumer load is more than 40A or supply voltage is higher than 440 volts, current and voltage transformers are used in the metering circuit to restrict current and voltage to the rated capacity of the meter. These transformers reduce the current and voltage applied to the meter in certain proportion, which is called transformation ratio. The consumption recorded by the meter is, therefore, less than the actual consumption of the consumer in the same proportion. To arrive at the actual consumption of a consumer, the consumption registered by the meter is multiplied by a proportionality factor called multiplying factor.

$$MF = CT \text{ Ratio} \times VT \text{ Ratio}$$

The ratio for CT and VT for a particular consumer is designed in accordance with the consumer's load requirement and load pattern.

### 26. What are the different components of an electricity bill?

Consumer electricity bills consist of the following components as per the existing tariff schedule. This may vary in the future.

- Bills of Residential/Industrial/Commercial Consumers (less than 40KW) billed on single part tariff consist of :
  - Energy charges
  - Fixed charges
  - Tax on sale of electricity
  - Delayed payment charges
- Bills of Industrial and Commercial Consumers (More than 40KW) billed on two part tariff consist of:
  - Maximum demand charges
  - Energy charges
  - Tax on sale of electricity
  - Delayed payment charges
  - Power factor penalty



## FAQs (contd)...

### **27. How can I calculate my electricity consumption?**

Use the ready reckoner available on [www.bescom.org](http://www.bescom.org) to estimate your energy consumption. The type of appliances, their power consumption and the number of units they would consume per month for the number of hours of usage are listed in the website.

You can calculate your electricity consumption with the help of the ready reckoner. For more accurate assessment, refer to the wattage of your appliance mentioned on its name plate. You must accurately record the hours of usage for each appliance; otherwise your calculations would be misleading.

### **28. Whom should I contact for common billing and metering queries?**

Even though efforts are made to eliminate billing errors, if you face any problems, you may contact the Soujanya counter established in each Sub-division of the jurisdictional area.

### **29. What should new consumers do, if they do not receive their first electricity bill?**

The meters of all consumers are read once every month using Spot Billing Machine (SBM). The meter readings are recorded area-wise and on a specific date. If the intimation regarding the new consumer is received after the metering cycle in that area, the new Consumer's meter reading would appear only in the next billing cycle reading. If the New consumer does not get a bill even after two months of initial power connection, then the consumer should contact a Soujanya counter immediately in the respective jurisdiction.

### **30. What should I do if I do not receive the bill or if I lose it?**

If you lose your bill or if you have not received it, you must contact the respective area Soujanya counters or AAO of the Sub-division and collect a duplicate bill.

### **31. Whom should I contact if the tariff applied is not correct?**

If the tariff applied is incorrect, you must contact the area Soujanya counter or AAO of the Sub-division to get the bill corrected.

### **32. What should I do if the meter reading on the bill appears incorrect?**

If you find that your meter reading on your bill is incorrect, then you have to register a complaint at your Section Office, Sub-division Office or Soujanya counter. On receiving the complaint, the meter readings will be checked and necessary action will be taken. Once the issue is resolved, you will be informed of the same.

### **33. What should I do if my current bill shows arrears even though I have duly paid all previous bills within the stipulated period?**

While printing the electricity bill, payment details up to a certain date only are considered due to systemic arrangement. Payments made after this date will, therefore, not reflect in the new bill. If the copy of the receipt of the earlier payment is submitted to the area Soujanya counter, necessary corrections will be made on the bill and you can then pay the balance bill amount.



## FAQs (contd)...

### **34. Why does a bill indicate nil or low units even though the consumption has been regular?**

This irregularity may be due to a defective meter or metering installation. To avoid getting huge bills later on, bring this to the notice of the Sub-division immediately, by contacting the area Soujanya counter. Lower bills may also be due to wrong readings taken while billing. This may be due to human error, although every care is taken to avoid such errors.

### **35. Why does a bill appear to be in excess of the usual amount?**

Normally, high bills are due to higher consumption because of some new electrical equipment, change of weather or festivals or other special occasions such as a marriage in the family. If none of these apply in your case, compare your unit consumption with earlier bills preferably for similar periods. Use the ready reckoner available on [www.bescom.org](http://www.bescom.org) to estimate your energy consumption.

Even if the unit consumption is normal, the bill amount can increase due to tariff revision or increase in FAC or government duty or tax. An excess bill could also be due to incorrect reading taken for billing or incorrect calculation. This can be verified by checking the reading on your meter. If you are not satisfied, then you can contact BESCOM Customer Care Helpline after which the matter is further investigated.

### **36. Does the BESCOM meter reader read the meters every month, or is the bill prepared on estimated consumption every month?**

Yes, BESCOM meter readers read the meters of all consumers of an area on a specific date of the month, using Spot Billing Machines (SBMs). Only in cases of locked doors, burnt meters, or meter not recording, the average consumption of previous months will be considered for billing.

### **37. What might be the reason for the bill showing that units have been consumed even though the premises was unoccupied or locked for a long period?**

If your bill shows a wrong reading, register a complaint at any Soujanya counter. On receiving the complaint, the meter reading is checked and the meter is tested. If meter tests healthy, it means that the meter had recorded correctly. The responsibility of the consumer's main switch rests on the consumer. If someone has used electricity supply by tapping from the main switch, BESCOM is not responsible for the same. The owner has to pay the units recorded. It is, therefore, the owner's responsibility to keep the meter secure, with access restricted to a few authorized persons.

### **38. How is billing adjustment made for a defective metering period?**

When a dispute is raised by a consumer, the meter is tested after the payment of testing fees. If the meter is found to be beyond the tolerance limits, the testing fee will be refunded. If the meter or metering installation develops a fault or ceases to register the actual consumption or maximum demand, the consumption during the defective period will be assessed based on the KERC guidelines and necessary correction will be given as applicable. If you see that the meter is not functioning correctly, report it to the authorities immediately, so that appropriate checking and rectification can be done. If the meter or metering installation is found to be tampered with, the company will assess the consumption and bill accordingly. A penalty will also be charged as per KERC regulations. If a consumer tampers with company's installation, the person is liable for imprisonment and fine as per the electricity Act, 2003.



## FAQs (contd)...

### **39. Can a consumer replace the main supply fuse installed by the company?**

No, the meter boards, main cut-outs, fuses, etc. should, on no account, be interfered with by anyone other than the company's authorised representatives. The seals that are fixed on the meters must never be tampered with. The company seals are placed to protect the apparatus. Should this be ignored, disobeyed or disregarded, the consumer renders himself liable to a penalty under the Electricity Act, 2003.

### **40. How can I calculate my energy bill based on the tariff?**

You can calculate your bill based on the LT/HT table provided at the end of this handbook.

### **41. Why are Cheque payments not accepted towards bills?**

In a previous occasion, if a cheque was dishonoured for insufficient funds, then further payments towards bills are not accepted by cheque.

### **42. Can I make cash payments towards Electricity bills?**

Revenue payments up to and inclusive of Rs 10,000 can be made by cash, cheque or demand draft. Payments above Rs 10,000 can be made by cheque or demand draft only.

### **43. What is the average Power Factor (PF) that I should maintain? What is the penalty that is levied if it is not maintained?**

It is the responsibility of the HT consumer to determine the capacity of PF correction apparatus and maintain an average PF of not less than 0.90.

- If the PF goes below 0.90 Lag, a surcharge of 3 paise per unit consumed is levied for every reduction of PF by 0.01 below 0.90 Lag.
- The PF, when computed as the ratio of KWh to KVAh is determined up to 3 decimals (ignoring figures in the other decimal places), and then rounded off to the nearest second decimal as illustrated below:
  - 0.8949 is rounded off to 0.89
  - 0.8951 is rounded off to 0.90

With respect to electronic Tri-Vector meters, the recorded average PF over the billing period is considered for billing purposes. If the same is not available, the ratio of KWh to KVAh consumed in the billing month is considered.

### **44. My meter is found stolen; where do I register a complaint?**

You have to first lodge an FIR at the local police station. Subsequently, you have to approach the Assistant Executive Engineer of the jurisdictional area Sub-division of BESCO with a copy of the FIR.

### **45. What should I do when the existing building is demolished and a new building is constructed? Should I surrender the old RR Number or should I continue with the same?**

In case of demolition and construction of a building, the existing installation should be surrendered and agreement should be terminated. Meter and service mains will be removed. Fresh service will be arranged for the newly constructed building treating it as a new building. Temporary power supply from the existing RR number will not be arranged for construction purposes in such cases.



## FAQs (contd)...

### **46. What should I do to obtain concession of Industrial Tariff if my company is engaged in software/hardware development?**

For firms engaged in software/hardware development, the benefit of concession of industrial tariff is extended only from the date of production of certificate issued by the Director, Department of Information Technology and Biotechnology, Government of Karnataka.

### **47. Should I submit a certificate issued by the Director of Department of Information Technology and Biotechnology if the name of my company has changed?**

Yes, you have to submit a certificate issued by the Director of the Department of Information Technology and Biotechnology afresh, if the name of your company has been changed.

### **48. What is the procedure to get extension of the period of temporary supply? Will the connection be disconnected if extension is not obtained? Is there any penalty that can be paid to extend the period of temporary supply?**

To extend the period of temporary supply, you must apply to the jurisdictional area Sub-division at least one week before the date of expiry of the temporary supply, duly paying the up-to-date power supply charges and any other arrears. Otherwise, the temporary supply will not be further extended. There is no penalty clause for making payments after the expiry of period of temporary supply --\_either period has to be extended or power would be disconnected.

### **49. What are the benefits of demand-based tariff if adopted by consumers?**

Demand-based tariff is where the consumer is permitted to have connected load more than the sanctioned load. The billing demand will be the sanctioned load, or maximum demand recorded in the Tri-Vector meter during the month, whichever is higher. If the maximum demand recorded is more than the sanctioned load, penal charges of twice the normal rate is applicable.

### **50. What should I do if I am aggrieved by claims made by BESCO?**

If you are aggrieved by claims made by BESCO on grounds of prejudicial use of power on account of faulty metering equipment or due to any supplemental claims, you may file an appeal to the prescribed appellate authority within 30 days from the date of bill of claims served, under intimation to the office of issue, by making payment as prescribed by KERC from time to time.

### **51. What is an Energy Meter?**

An 'Energy Meter' is a device used for measuring electrical quantities such as energy in Kilowatt hours, maximum demand in Kilowatts or Kilovolt Amperes, reactive energy in Kilovolt Ampere hours, etc. including accessories such as current transformers and potential transformers used in conjunction with such meters. It also includes enclosures used for housing or fixing such meters or accessories and devices such as switches or fuses used for protection and testing purposes. Further, the term meter includes cases where more than one meter is installed.

### **52. What are the different types of meters based on usage?**

- Electromechanical meters - Single phase/ Three phase meter (1st generation)
- Electrostatic meters - Single phase/ Three phase meter (2nd generation)
- LT ETV Meter(Direct and CT operated)
- Smart meters – 3rd generation



## FAQs (contd)...

### 53. What do you mean by Meter Not Recording (MNR)?

A meter is said to be under MNR if the difference in energy consumption recorded between two consecutive periods is zero. It could be due to internal or external factors.

### 54. What do you mean by faulty meter and what are its causes?

A faulty meter is a meter that does not record or records with an error beyond the permissible limits. The various causes for faulty meters include:

- The meter's ageing factor
- The meter may be fast or slow creeping

### 55. What do you mean by an electromechanical meter?

These are the I Generation Meters and are legacy meters of utilities. The most common type of electricity meter is the electromechanical induction watt-hour meter. The electromechanical induction meter operates by counting the revolutions of an aluminium disc which is made to rotate at a speed proportional to the power. The number of revolutions is thus proportional to the energy usage.

The accuracy of these meters are a cause of concern to the utilities due to mechanical moving parts associated with it and also due to ingress of dust and moisture over a period of time. As such, CEA has issued guidelines to dispense with mechanical meters and switch over to high accuracy meters.

### 56. What are electronic meters?

Electronic watt-hour meters use solid-state circuits to produce electrical signals whose frequency or strength is proportional to the volt and current being used. These signals are converted into energy measurements recorded by mechanical or electronic indicators. Electronic meters, though more expensive than mechanical meters, are more accurate.

Electronic meters display the energy used on an LCD or LED screen. They can also transmit readings to remote places. In addition, electronic meters can also record other parameters of the load and supply such as maximum demand, power factor, reactive power used, etc. They also support time-of-day billing, for example, recording the amount of energy used during on-peak and off-peak hours.

### 57. Where can a consumer buy an energy meter?

Presently, it is available in 36 retail outlets situated across BESCO offices.

### 58. What is the warranty period given to a consumer for a new energy meter?

Unless otherwise stated, the warranty of a new energy meter is for a period of five years from the date of purchase.

### 59. What are Smart Meters?

A Smart Meter is usually an electrical meter that records the consumption of electric energy at intervals of an hour or less and communicates that information back to the utility at least daily for monitoring and billing purposes. Smart meters enable two-way communication between meters and the central system. Smart meters can gather data for remote reporting through Advanced Metering Infrastructure (AMI).



## FAQs (contd)...

### **60. What do you mean by TOD meters and (TOU)?**

Time of Day (TOD) metering, also known as Time of Usage (TOU) or Seasonal Time of Day (SToD) metering involves dividing the day, month and year into tariff slots and assigning higher rates at peak-load periods and low tariff rates at off-peak load periods. While this can be used to automatically control usage on the part of the consumer (resulting in automatic load control), it is often simply the consumer's responsibility to control their own usage or pay accordingly (voluntary load control). TOD metering also allows utilities to plan their transmission infrastructure appropriately.

### **61. What is T&D loss?**

It is transmission and distribution loss. These losses are attributed to the loss in transmission of electricity from the generating station to interface points situated between the transmission and distribution utilities on one side and the loss that occurs within the distribution network on the other side. These together are called T&D Loss.

### **62. What is Technical loss?**

Technical loss means the loss inherent in electrical systems as all electrical devices have some resistance and the flow of current causes a power loss called I<sup>2</sup>R loss. It arises due to power dissipation in elements of electricity system components such as transmission and distribution lines, transformers and measurement systems.

### **63. What is Commercial loss?**

Commercial losses are caused by actions external to the power system and consist primarily of electricity theft, pilferage, defective meters, errors in meter reading, wrong estimation of un-metered supply, non-payment by customers, and errors in accounting and record-keeping.

### **64. What is AT & C loss?**

It is Aggregate Technical and Commercial loss. It is nothing but the aggregate of billing and collection efficiency. The shortfall in billing and collection areas is aggregated as above.

### **65. What is tampering?**

Tampering means unauthorised handling of meter/seals of meters, installations or usage of a tampered meter, current reversing transformer, loop connection or any other device or method which interferes with accurate or proper registration, calibration or metering of electric current or otherwise resulting in a manner whereby electricity is stolen or wasted; e.g. tampering of meter/metering cubical/CT/PT chamber seals, by providing fake seals on meter/metering cubical/CT/PT chamber or loop for bypassing the meter by any means.



## FAQs (contd)...

### 66. What is ABT?

.Availability Based Tariff (ABT):

- It is a performance-based tariff for the supply of electricity by generators owned and controlled by the central/ state government
- It is also a new system of scheduling and despatch, which requires both generators and beneficiaries to commit to day-ahead schedules.
- It is a system of rewards and penalties seeking to enforce day ahead pre-committed schedules, though variations are permitted if notified one to one-and-a- half hours in advance.
- The order emphasises prompt payment of dues. Non-payment of prescribed charges will be liable for appropriate action.

### 67. What is Harmonics?

Harmonics is the distortion of the normal electrical wave form generally transmitted by non-linear loads. Switch Mode Power Supplies (SMPS), Variable speed motors, drivers, photocopiers, personal computers, laser printers and fax machines are examples of non-linear loads.

### 68. What are Prepaid Meters?

Prepaid meters are another method to pay for Electricity. A prepaid meter enables Consumers to buy Electricity units in affordable quantities before use. Prepaid meters work on the same concept as the cell phone system - pay as you use.

### 69. What are the different types of Prepaid Metering systems?

- Stand-alone systems Æ Key pad technology  
Æ Swipe card technology
- Remote systems Æ SIM based (works on GSM or GPRS, 2-way communication)

### 70. Can I switch ON all the appliances once Power is restored?

As a precautionary measure, when power supply fails, you should switch OFF critical gadgets and appliances such as TVs, PCs, refrigerators, air conditioners, etc. Do not forget to switch OFF geysers too. When power is restored, it is recommended to switch ON the appliances and gadgets based on the requirements one by one.

### 71. Is it necessary to install Earth Leakage Circuit Breakers (ELCB)?

ELCBs can save your precious life. It is therefore recommended to have an ELCB installed in your house as it safeguards you and your family from electrical shocks due to faulty circuits or faulty appliances. In case of frequent tripping of the ELCB, electrical appliances and circuits should be checked by a licensed qualified electrician.

### 72. An ELCB with 30mA setting trips very often, thus causing inconvenience. Is it safe to install an ELCB with a higher setting?

Any leakage current over and above 30mA flowing through the human body becomes a part of the circuit, which can cause cardiopulmonary failure (stopping of breathing and heart function) at least for a short while. Hence, it is not advisable to install ELCBs of settings higher than 30mA. The cause of tripping and probable leakage in the circuit should be established and attended to.



### FAQs (contd)...

#### 73. Is it safe to operate the geyser with wet hands while in the bathroom?

Wet hands are a good conductor of Electricity. Any switch, especially in the bathroom must not be operated with wet hands. Wipe your hands dry before operating switches.

#### 74. Who can certify that our residential wiring is healthy?

The task of certifying that the wiring of your building is healthy should be carried out through Government Licensed Electrical Contractors.

#### 75. What is the purpose of Neutral and Earth in a supply system?

Neutral in the supply line provides a return path for the current. Earth protects equipment against any leakage of current. Earth is a major component of the circuit of ELCB.

#### 76. What should be done when somebody gets an electrical shock?

In case of electrical accidents, do the following steps:

- Turn OFF the main supply switch immediately.
- Insulate yourself with a dry board or insulating material before removing the person in contact with the live part.



- Immediately call for a doctor and proceed to give artificial respiration to the victim till medical assistance arrives.



## FAQs (contd)...

### **77. Is it safe to use water to douse an electrical fire? What should be done in the event of a fire in Electrical wiring or gadgets?**

No, water should never be used to douse the fire when the circuit on fire is live, that is, carrying Electricity. The Electricity supply should be switched OFF first (to make the circuit DEAD or DE - ENERGISED) before pouring water on the burning equipment/shock. It is recommended to keep small fire extinguishers in the house.

### **78. Is there a variation in consumption when equipment deteriorates?**

Normally usage of energy is difficult to quantify in such situations. It mainly depends upon the appliance, the type of defect and the extent of deterioration in its performance. However, if there is any leakage of current and ELCB is not provided or is not working, then the energy consumption increases. This is both a financial loss and a risk to life. So, it is recommended to periodically get appliances checked.

### **79. Which appliances should I buy from the market?**

To ensure safety, it is mandatory to buy and use appliances with an ISI mark. As per the CEI guidelines, tube lights, refrigerators with BEE 3 Star ratings shall be provided.

### **80. Can I use the electricity provided to my house for illumination on festivals or for some repair works?**

Use of power within the consumer's premises for temporary purposes for bona fide use is permitted, subject to the condition that the total load of the installation does not exceed the sanctioned load.

Where it is intended for temporary use for floor polishing and other such portable equipment in the premises having permanent supply, such equipment should be provided with an ELCB of adequate capacity.

### **81. What is Demand Side Management?**

Demand Side Management (DSM) is a mechanism to influence customer's CAPABILITY and WILLINGNESS to reduce electricity consumption. It is a utility program aimed at fine-tuning the energy consumption patterns of Consumers according to the utility's energy production and distribution capacity.

### **82. What are the objectives of DSM?**

DSM programs consist of planning, implementing and monitoring activities of electric utilities designed to encourage consumers to modify their level and pattern of electricity usage. DSM relies on a combination of high-efficiency equipment and efficient use of electricity through good operating practices. It implements policies and measures that serve to control, influence and generally reduce electricity demands. It aims to improve the electricity-using systems and reduce consumption while preserving the same level of service and comfort.

### **83. What is reliability and stability?**

DSM provides enhanced reliability to the energy system by reducing the overall demand through energy efficiency and by reducing peak demand through dispatchable programs. It also reduces transmission and distribution costs relative to a supply side resource. DSM increases diversity of energy sources.



## FAQs (contd)...

### 84. What are the different programs under DSM?

- Energy Efficiency – The emphasis is on reducing overall energy consumption and peak demand over several years.
- Peak Load Management – The emphasis is on reducing peak demand consistently over a season.
- Demand Response – The emphasis is on reducing peak demand for short periods of time for a few days during a year.

### 85. What is BESCO Efficient Lighting Program?

BESCO Efficient Lighting Program (BELP) is a scheme under United States Agency for International Development (USAID) assistance to promote CFLs on a pilot basis (2006). Consumers can purchase CFLs directly from suppliers or on a monthly installment basis paid through BESCO electricity bills.

### 86. What is BESCO Efficient Irrigation Pump sets Program (BEIPP)?

BESCO Efficient Irrigation Pump sets Program (BEIPP) was a pilot program launched from 2005 to 2006. The innovative BEIPP scheme was supported by International Copper Promotion Council (India) (ICPCI). In this program, 904 regular pump sets were replaced with energy-efficient pump sets. The vendors who supplied the energy-efficient pump sets gave farmers a 10-month installment option to purchase the pump sets. This program has since been closed.

### 87. What is Bachat Lamp Yojana Scheme?

Bachat Lamp Yojana is a scheme to promote CFLs in place of incandescent lamps under the CDM project announced by the Ministry of Power, Government of India. The scheme is known as BELAKU in Karnataka.

This scheme was implemented in Kolar and Bangalore Rural circles in 2011 through an empanelled agency of BEE, a Government of India undertaking.

A maximum of four CFLs per customer are to be distributed. Each CFL is distributed at a cost of Rs 15. A total of 37,01,368 CFLs were distributed to 9,70,758 households in the above two circles.

### 88. How is BBMP coordinating with BESCO for DSM activities?

BBMP was requested to reduce the consumption of energy for street lights, hoardings, parks, etc. Some of the guidelines for reducing energy consumption are as follows:

- Switch on street lights just at dusk, that is, at 6:30 PM; switch off the lights just before sunrise, that is, by 5:30 AM.
- Switch off lights (except for security lighting) in parks and gardens immediately after the public exit in the evenings, that is, by 8:00 PM.
- Take action for reducing 50 percent power on hoardings, boards and advertising illumination.
- Make provision for dimmers for street lights. Put these lights on three phases so that alternative street lights are on in different phases with a facility to switch off these lights whenever necessary.
- Switch off a third of the street lights on high masts after 10:00 PM.

## FAQs (contd)...



### **89. What is Vidhyuth Jagruthi Yojane?**

Vidhyuth Jagruthi Yojane is an awareness program introduced for higher primary and high school children to create awareness among them. They will in turn communicate this message to their families. A booklet with information on electricity generation, transmission, distribution, regulators and energy conservation methods was distributed among the children.

### **90. Who can approach Consumer Grievance Redressal Forum for service flaws and why?**

In case Consumers are not satisfied with the service, they can appeal to the Consumer Grievance Redressal Forum (CGRF) which is a quasi-judicial body.

The objective of this regulation is to protect the interests of electricity consumers and to give them an additional forum to air their complaints and grievances before the Forum and Ombudsman for quick redressal.

### **91. What is the procedure for approaching Consumer Grievance Redressal Forum (CGRF) for service flaws?**

Consumers can approach the Forum in case of any service flaws. The contact details of CGRF are as follows:

Chairman  
Consumer Grievance Redressal Forum (CGRF)  
Corporate Office, K R Circle, Bangalore-560001  
Tel: 080 22343366  
Email: cgrf05@gmail.com

### **92. What do you mean by an Electrical Ombudsman?**

Electrical Ombudsman is an appellate authority to CGRF.

### **93. When, why and how can a Consumer approach the Ombudsman?**

If a consumer is not satisfied with the orders of the CGRF, then the consumer can file an appeal to the Ombudsman.

For more details contact:  
The Ombudsman  
Karnataka Electricity Regulatory Commission,  
6th Floor, Mahalakshmi Chambers,  
M G Road, Bangalore - 560001  
Tel: 080 25320213, 214, 339, 765  
Fax: 080 25320338  
Email: kerc35@bsnl.in

### **94. Within how many days does a consumer have to file an appeal before the Ombudsman?**

A consumer must file an appeal before the Ombudsman within 30 days from receipt of the CGRF order.

TARIFF	FIXED CHARGES PER MONTH		ENERGY CHARGES				
LT1	Nil* Fully subsidized by the GOK		*Since GOK is meeting the full cost of supply to BJ / KJ, the Tariff payable by these Consumers is shown as Nil. However, if the GOK does not release the subsidy in advance, CDT of Rs. 5.04 per unit subject to monthly minimum of Rs. 30/- per installation per month shall be demanded and collected from				
LT2 (a)(i)	For the first KW	For every additional	For 0 - 30 units	31 to 100 units	101 to 200 units	Above 200 units	
	Rs.25/- per KW	Rs.35/- per KW	230 Ps/unit	350 Ps /unit	460 Ps/unit	560 Ps/unit	
LT2 (a)(ii)	For the first KW	For every additional	For 0 - 30 units	31 to 100 units	101 to 200 units	Above 200 units	
	Rs.15/- per KW	Rs.25/- per KW	220 Ps/unit	320 Ps /unit	430 Ps/unit	510 Ps/unit	
LT2 (b)(i)	Rs.35 Per KW subject to a minimum of Rs.65 PM		For 0 to 200 units	Above 200 units			
			570 Ps/unit	670 Ps/unit			
LT2 (b)(ii)	Rs.25 Per KW subject to a minimum of Rs.50 PM		For 0 to 200 units	Above 200 units			
			520 Ps/unit	620 Ps/unit			
LT3 (i)	Rs.40 per KW	Demand based tariff (optional) where sanctioned load is above 5 KW but below 50 KW, Fixed Charges is	For 0 - 50 units	Above 50 units			
			620 Ps/unit	720 Ps/unit			
LT3 (ii)	Rs.30 per KW	Demand based tariff (optional) where sanctioned load is above 5 KW but below 50 KW, Fixed Charges is Rs.45 per KW	For 0 - 50 units	Above 50 units			
			570 Ps /unit	670 Ps /unit			
LT4 (a)	FREE		FREE	Commission Determined Tariff (CDT) for LT4 (a) category is 131 Paise per unit			
LT4(b)	Rs. 30 per HP per month.		150 paise/ unit				
LT4 (C)(i)	Rs.20 per HP per month.		150 paise/ unit				
LT4 (C)(ii)	Rs. 30 per HP per month.		150 paise/ unit				
	i) Rs. 30 per HP for 5 HP & below		0 to 500 units 420 Ps/unit	Above 500 units 520 Ps/unit			
	ii) Rs. 30 /HP for above 5 HP & below 40 HP						
	iii) Rs.40 per HP for 40 HP & above but below 67 HP						
	iv)Rs. 110 per HP for 67 HP & above						
LT5 (a)	<b>II. Demand based Tariff (optional)</b>		0 to 500 units 420 Ps/unit	Above 500 units 520 Ps/unit			
	Above 5 HP and less than 40 HP	Rs. 50 per KW of billing demand					
	40 HP and above but less than 67 HP	Rs. 70 per KW of billing demand					
LT5 (b)	67 HP and above		0 to 500 units 400 Ps/unit	501 to 1000 units 470 Ps/unit	Above 1000 units 500 Ps/unit	Rs. 160 per KW of billing demand	
	i) Rs. 25 per HP for 5 HP & below						
	ii) Rs. 30 /HP for above 5 HP & below 40 HP						
	iii) Rs.35 per HP for 40 HP & above but below 67 HP						
	iv)Rs. 100 per HP for 67 HP & above						
	<b>II. Demand based Tariff (optional)</b>						
	Above 5 HP and less than 40 HP	Rs45 per KW of billing demand					
40 HP and above but less than 67 HP	Rs60 per KW of billing demand						
67 HP and above	Rs. 150 per KW of billing demand						
LT5 (a)& (b)	<b>TOD Tariff applicable to LT5 (a) &amp; (b): At the option of the Consumer</b>						
	<b>Time of Day</b>		<b>) in energy charges over the normal tariff applicable</b>				
	22.00 Hrs to 06.00		(-) 125 paise per unit				
	06.00 Hrs to 18.00		0				
	18.00 Hrs to 22.00		+ 100 paise per unit				
LT 6 (a)	Rs. 35/HP/month		320 Paise/unit				
LT 6 (B)	Rs. 50/HP/month		420 Paise/unit				
LT-7	Less than 67 HP		Energy charge at 820 Paise/unit, subject to a weekly minimum of Rs. 160 per KW of the sanctioned load				

TARIFF	DEMAND CHARGES	ENERGY CHARGES	
HT 1	Rs.180/kVA of billing demand/month	380 paise/unit	
	<b>TOD Tariff at the option of the Consumer</b>		
	<b>Time of Day</b>	<b>Increase+ / reduction (-) in energy charges over the normal tariff applicable</b>	
	22.00 Hrs to 06.00 Hrs	(-) 125 paise per unit	
	06.00 Hrs to 18.00 Hrs	0	
18.00 Hrs to 22.00 Hrs	+ 100 paise per unit		
HT-2(a)(i)	Rs.180/kVA of billing demand/month	For the first one lakh units 510 paise per unit	For the balance units 550 paise per unit
	<b>Railway Traction and Effluent Treatment Plants</b>		
	Rs.180/kVA of billing demand/month	480 paise per unit for all the units	
	<b>Tariff applicable to Bangalore Metropolitan Railway Corporation Ltd., (BMRCL)</b>		
	Rs.180/kVA of billing demand/month	460 paise per unit for all the units	
HT-2(a)(ii)	Rs.170/kVA of billing demand/month	For the first one lakh units 510 paise per unit	For the balance units 540 paise per unit
	<b>Railway Traction and Effluent Treatment Plants</b>		
	Rs.180/kVA of billing demand/month	480 paise per unit for all the units	
HT-2 (b)(i)	Rs.200/kVA of billing demand/month	For the first two lakh units 670 paise per unit	For the balance units 700 paise per unit
	Rs.190/kVA of billing demand/month	For the first two lakh units 650 paise per unit	For the balance units 680 paise per unit
HT-2 (b)(ii)	<b>TOD Tariff at the option of the Consumer</b>		
	<b>Time of Day</b>	<b>Increase+ / reduction (-) in energy charges over the normal tariff</b>	
	22.00 Hrs to 06.00 Hrs	(-) 125 paise per unit	
	06.00 Hrs to 18.00 Hrs	0	
	18.00 Hrs to 22.00 Hrs	+ 100 paise per unit	
HT-3 (a)(i)	Energy charges/ Minimum Charges	<b>125 paise</b> per unit subject to an annual minimum of <b>Rs.1000</b> per HP/Annum	
HT-3(a)(ii)	Rs.30 /HP/PM of sanctioned load	85 paise/unit	
HT-3(a)(iii)	Rs.10 /HP/PM of sanctioned load	85 paise/unit	
HT-3 (b)	Energy charges/ Minimum Charges	<b>295 Ps. Per unit</b> subject to an annual minimum of <b>Rs.1000/- per HP</b> of sanctioned load.	
HT-4	Rs.100/- per kVA of billing demand	470 paise/unit	
HT - 5 67 HP and above	Rs.210/HP/month for the entire sanction load / contract demand	820 paise / unit (weekly minimum of Rs.160/- per KW is not applicable)	

Contact Us

Zonal and Circle Officers Contact numbers			
		Zonal Officers Contact numbers	
	BMAZ	BRAZ	CTAZ
SEE(C.O&M) Office	080-22113868	080-22276366	08194 231466
SEE(C.O&M) Mobile	94490-45888	9448234567	9448461466
Email ID	cebmaz.work@gmail.com	cebraz123@yahoo.in, cebraz.work@gmail.com	chiefcz@rediffmail.com
SEE(C.O&M) Office	080-22114420	080-22126744	08194 230088
SEE(C.O&M) Mobile	94490-46585	9448452103	9448279580
Email ID	sebmaz.work@gmail.com	sebraz.work@gmail.com	sectz.work@gmail.com

Circle Officers Contact numbers

BANGALORE METROPOLITAN AREA ZONE - CIRCLE OFFICERS NUMBER			
	NORTH	SOUTH	EAST
SEE(C.O&M) Office	080-22100415	080-22237193	080- 22863422
SEE(C.O&M) Mobile	94498-44604	9449844605	9449844799
Email ID	senorthcircle.work@gmail.com	sesouthcircle.work @ gmail.com	See.eastcircle@gmail.com
EE(C.O&M) Office	080-22100436	080-22230636	080-22863422
EE(C.O&M) Mobile	94490-46579	9449046584	9449844866
Email ID	seebcnbescom@gmail.com	eesouthcircle.work@gmail.com	eeeeastoffice@gmail.com
Circle Control Room Number	080-65602255	080-65656598	080-22863423

BANGALORE RURAL AREA ZONE	
	KOLAR
SEE(C.O&M) Office	080-22100412
SEE(C.O&M) Mobile	94482-79007
Email ID	gmbrc2005@rediffmail.com/ sebrc.work@gmail.com/ dcabrc.work@gmail.com
EE(C.O&M) Office	080-22131437
EE(C.O&M) Mobile	94484-52101
Email ID	eebrc.work@gmail.com
Circle Control Room Number	9483539007

CHITRADURGA AREA ZONE	
	TUMKUR
SEE(C.O&M) Office	0816-2278599
SEE(C.O&M) Mobile	94482-79006
Email ID	setmkrcircle.work@gmail.com
EE(C.O&M) Office	0816-2252189
EE(C.O&M) Mobile	9448279388
Email ID	eetmkrcircle.work@gmail.com
Circle Control Room Number	9483527177

**How to use CIM**

**1:** CIM is a platform for both consumer and local BESCOM officials to interact every month. Consumers can voice their long pending grievances, opinions and suggestions in CIM. The following is the procedure to be followed: when the consumer attends the CIM for the first time, she/he shall submit a written note on grievance/suggestion/opinion with the reception counter and take an acknowledgement, mentioning a 'BESCOM ticket number'(BTN). In that the address, telephone number and RR number of the consumer shall be mentioned. If these three details are not mentioned, incomplete or incorrect, then the grievance petition is liable for rejection. (for emergency grievances call: 080-22873333)

**2:** BESCOM will act upon the said written letter of the consumer within 30days, and will present the action taken in the next meeting through a presentation. The consumer may choose to attend the next meeting and has the choice to disagree with the action taken. In that case, it will be posted to next meeting. Even in the next meeting if the issue is not responded to the satisfaction of the consumer, and then he will get a personal hearing with the executive engineer (EE) within 2 weeks. If not satisfied at EE's response, then the consumer's issue is escalated to the BESCOM corporate office. Grievance will be sent to the independent 'Consumer Grievance Redressal Forum' (CGRF). Appeals from CGRF lies before the 'Ombudsman', office located at KERC premises, mahalaxmi chambers, MG Road, Bangalore.

**3:** Any communication sent to any other officer of BESCOM, including the corporate office, will be redirected to the local office only, unless the issue is regarding policy etc. The CIM meetings will be invariably videographed to ensure transparency. Also, no consumer will get a chance to talk in the meeting, unless he has submitted the issue in writing in the previous month meeting. The consumers of BESCOM are requested to make use of this new initiative of BESCOM.

# Monthly Schedule



**3pm to 5pm**  
on all days mentioned below  
(even if it is a holiday)

Name of the Circle	1st Week					2nd Week					3rd Week					4th Week			
	Monday	Tuesday	Wednesday	Thursday	Friday	Monday	Tuesday	Wednesday	Thursday	Friday	Monday	Tuesday	Wednesday	Thursday	Friday	Monday	Tuesday	Wednesday	
<b>Bangalore North</b>	Sub Division : C1 Location: C1 Sub Division Office, BCC Complex, Rajajinagar, Bangalore-10. ☎ 080-2332 4232	Sub Division : W1 Location: W1 Sub Division Office, 50 Feet Road, Avalahalli, BDA Layout, Opp. BDA Park, Bangalore-76. ☎ 080-2675 6491	Sub Division : N4 Location: N4 Sub Division Office, No. 488, Peenya - II Stage, Bangalore - 58 ☎ 080-2636 1551	Sub Division : C4 Location: C4 Sub Division Office, HGH Layout, Ganganagar, Behind Cate Palace, Bangalore - 34. ☎ 080-2333 4199	Sub Division : N6 Location: N6 Sub Division Office, Near Doddanna School, Magadi Main Road, Sunkadake, Bangalore - 91 ☎ 080-2358 2122	Sub Division : N1 Location: N1 Sub Division Office, Near NRS, Rajajinagar, Bangalore-10. ☎ 080-2332 4885	Sub Division : W6 Location: W6 Sub Division Office, Byatarayanapura, Opp. Traffic Police Station, Mysore road, Bangalore-26. ☎ 080-2674 8706	Sub Division : N5 Location: N5 Sub Division Office, Near SRS Gate, I Stage, Peenya, Bangalore-58 ☎ 080-2639 4283	Sub Division : C6 Location: C6 Sub Division Office, HMT Main Road, Mattikere, Bangalore-54. ☎ 080-2360 1607	Sub Division : N2 Location: N2 Sub Division Office, KHB Colony, Vijayanagar, Bangalore-40 ☎ 080-2311 1276	Sub Division : C2 Location: C2 Sub Division Office, 13th Cross, Malleshwaram, Bangalore-03. ☎ 080-2324 1286	Sub Division : C5 Location: C5 Sub Division Office, Kaval Byrasandra, L.R.Banide Road Bangalore-32. ☎ 080-2365 1515	Sub Division : N3 Location: N3 Sub Division Office, No.98 Basaveshwara Nagar, III Stage, Opp. Gangamma Thimmaiah Choultry, Bangalore-79. ☎ 080-2322 8623	Sub Division : W7 Location: W7 Sub Division Office, SLN Complex, Mysore Road, Kengeri, Next to Krishnappa Convention Hall, Bangalore-60. ☎ 080-2648 5876	Sub Division : C3 Location: C3 Sub Division Office, Opp. HMT Hospital, Jalahalli, Bangalore-13. ☎ 080-2345 2535	Sub Division : N7 Location: N7 Sub Division Office, J.C.Nagar Bangalore-86. ☎ 080-2319 1650	Sub Division : W2 Location: W2 Sub Division Office, No. 11, Sirsi Road, Chamaraajpete, Bangalore-16. ☎ 080-2670 6820	Sub Division : C7 Location: C7 Sub Division Office, Yelahanka, Police Station Circle, B.B.Road Bangalore-64. ☎ 080-2846 3541	
<b>Bangalore South</b>	Sub Division:S1 Location: S1 sub Division Office, No. 209, 45th Cross, Jayanagar 8th Block, Sangam Circle, Bangalore-11. ☎ 080-2244 7249	Sub Division:S2 Location: S2 Sub Division Office, Wilson Garden, 7th Cross, Bangalore-27. ☎ 080-2222 6936		Sub Division:S6 Location: S6 Sub Division Office, 38th Main, 14th Cross I Phase, JP Nagar, Bangalore-78. ☎ 080-2654 9050	Sub Division:S10 Location: S10 sub division office, I phase, 14th B cross, JP Nagar, Bangalore-78. ☎ 080-2663 9476	Sub Division:S4 Location: S4 Sub Division Office, BDA Complex, Koramangala, Bangalore-34. ☎ 080-2553 2339		Sub Division:S3 Location: S3 sub Division office, No. 435, 11th Main, 4th Cross, V.S.Buiding, Opp.Vivekanagar Police Station, Vivekanagar, Bangalore -47. ☎ 080-2571 6045		Sub Division:S7 Location: S7 Sub Division Office, Next to HAL Children's Park, HAL Old Airport Road, Bangalore-17. ☎ 080-2522 0806		Sub Division:S9 Location: S9 Sub Division Office, Opp. Devegowda Petrol Bunk, Banashankari 2nd Stage, Bangalore - 71. ☎ 080-2671 5144		Sub Division:S12 Location: S12 Sub Division Office, 1st A Cross, Behind Brigade Gardenia Apartment Gowravangara, 7th Stage, JP Nagar, Bangalore-78. ☎ 080-2685 2741	Sub Division:S5 Location: S5 Sub Division Office, 4th Cross ISRO layout, Bangalore-78. ☎ 080-2666 6868	Sub Division:S8 Location: S8 Sub Division Office, Kudlu Gate, Hosur Main Road, Near Munireddy Kalyana Manappa, Bangalore-68. ☎ 080-2573 5823		Sub Division:S11 Location: S11 Sub Division Office, Ground Floor, 24th Cross Parangi Palya, Sector-2, HSR Layout, Bangalore-105. ☎ 080-2258 4384	
<b>Bangalore East</b>	Sub Division:E1 Location: E1 Sub Division Office, Pillanna Garden, III Stage, Near Bilal Masjid, Nagavara Main Road, Bangalore-45. ☎ 080-2546 2474		Sub Division:E2 Location: E2 Sub division office, No.3411, Miller tank bund road, Queens road cross, behind silfisa hospital, Bangalore-62. ☎ 080-2238 6368		Sub Division:E3 Location: E3 sub division office, B Station, M.G.Road, Bangalore-01. ☎ 080-2558 7203		Sub Division:E4 Location: E4 sub division office, ITI Ancillary, Near Mahadevapura post office, whitefield, Bangalore-48. ☎ 080-2851 8510	Sub Division:E5 Location: E5 Sub Division Office, Cooke's Town, Lazar Road, Bangalore-05. ☎ 080-2546 5175		Sub Division:E6 Location: E6Sub Division Office, CA Site, 16-C Main Road, HAL 2nd Stage, Kothalli, Bangalore-38. ☎ 080-2527 9101		Sub Division:E7 Location: E7Sub Division Office, ITI, Doornaninagar Bangalore-16. ☎ 080-2561 1752		Sub Division:E8 Location: E8 Sub Division Office, HRBR Layout, 5th Main, 2nd Block, Kalyana Nagar, Bangalore-43. ☎ 080-2542 8737	Sub Division:E9 Location: E9Sub Division Office, No. 113B, Mehta Jeweller Building, Magadi Main Road, Bangalore-23. ☎ 080-2314 0026	Sub Division:W4 Location: W4 Sub Division Office, A-Station, Ananda Rao Circle, Bangalore-01. ☎ 080-2226 3506		Sub Division:W5 Location: W5 Sub Division Office, Mysur Building, JC Road, Bangalore-02. ☎ 080-2210 6698	
<b>Bangalore Rural</b>	Sub Division: Kanakapura Location: Kanakapura Urban SID office, BESCOM, Sangam Road, Kanakapura. ☎ 080-2752 3380	Sub Division: Kanakapura Rural Location: Kanakapura Rural Sub Division Office, BESCOM, Near Bus Stop, Kanakapura. ☎ 080-7522433	Sub Division: Ramanagara Urban Location: Ramanagara Urban Sub Division Office, BESCOM, Railway Station Road, Opp. Post Office, Ramanagara. ☎ 080-2727 3323	Sub Division: Ramanagara Rural Location: Ramanagara Rural Sub Division Office, BESCOM, 2nd Floor, CMC Building, Opp.Taluk Panchayath, Ramanagara. ☎ 080-27254278	Sub Division: Channarayana Rural Location: Channarayana Rural Sub Division Office, BESCOM, Channarayana. ☎ 080-2728 8158	Sub Division: Bidadi Location: Bidadi Sub Division Office, BESCOM, Bangalore-Mysore Road Bidadi. ☎ 080-2728 2622	Sub Division: Kurur Location: Kurur Sub Division Office, BESCOM, Kurur. ☎ 080-2725 4278	Sub Division: Channarayana Urban Location:Channarayana Urban Sub Division Office, BESCOM, Near Bus Stand Bangalore-Mysore Road, Channarayana. ☎ 080-2725 4278	Sub Division: Nelamangala Location: Nelamangala Sub Division Office, BESCOM, B.H. Road, Nelamangala. ☎ 080-27221222		Sub Division: Nandagudi Location: Nandagudi Sub Division Office, BESCOM, Nandagudi. ☎ 080-27961995	Sub Division: Chandapura Location: Chandapura Sub Division Office, BESCOM, Anekal Road, Chandapura. ☎ 080-2783 4011	Sub Division: Hoskote Location: Hoskote Sub Division Office, BESCOM, KEB Circle, Hoskote. ☎ 080-27931116	Sub Division: Magadi Location: Magadi Sub Division Office, BESCOM, Near PWD Office, T.B. Road, Magadi. ☎ 080-27745211	Sub Division: Doodballapura Location: Doodballapura Sub Division Office, BESCOM, Opp. I.B. Doodballapura. ☎ 080-27623913	Sub Division: Devanahalli Location: Devanahalli Sub Division Office, BESCOM, Near Bus Stand, Devanahalli. ☎ 080-27681336	Sub Division: Anekal Location: Anekal Sub Division Office, BESCOM, Anekal. ☎ 080-27859047		
<b>Kolar</b>	Sub Division: Chikkaballapura Urban Location: Chikkaballapura Urban Sub Division Office, BESCOM, Opp. Post Office, Chikkaballapura. ☎ 08156-272 488	Sub Division: Gowribidanur Location: Gowribidanur Sub Division Office, BESCOM, Hosur Rural, Gowribidanur ☎ 08156-285362	Sub Division: Chikkaballapura Rural Location: Chikkaballapura Rural Sub Division Office, BESCOM, Vapasandra, BESCOM, Chikkaballapura. ☎ 08156-272606	Sub Division: Chintamani Urban Location: Chintamani Urban Sub Division Office, BESCOM, Chintamani. ☎ 08154-252197	Sub Division: Chintamani Rural Location: Chintamani Rural Sub Division Office, BESCOM, Near Government Polytechnic Chintamani. ☎ 08154-252197	Sub Division: Shiddlaghatta Rural Location: Shiddlaghatta Rural Sub Division Office, BESCOM, Shiddlaghatta. ☎ 08158-254528	Sub Division: KGF Location: KGF Sub Division Office, BESCOM, Champion Reels, KGF. ☎ 08158-256 527	Sub Division: KGF Location: KGF Sub Division Office, BESCOM, Champion Reels, KGF. ☎ 08158-256 527	Sub Division: Kodigenahally Location: Kodigenahally Sub Division Office, BESCOM, Kodigenahally. ☎ 08156-261040	Sub Division: Srinivasapura Location: Srinivasapura Sub Division Office, BESCOM, Gudibande, Srinivasapura. ☎ 08156-246236	Sub Division: Kungl Location: Kungl Sub Division Office, BESCOM, Kungl. ☎ 08132-220300	Sub Division: Sirur Location: Sirur Sub Division Office, Police Station Road, BESCOM, Sirur. ☎ 08135-275887	Sub Division: Malur Location: Malur Sub Division Office, BESCOM, Opp. Court, Malur. ☎ 08151-232342	Sub Division: Bangarpete Location: Bangarpete Sub Division Office, BESCOM, Bangarpete. ☎ 08153-255818	Sub Division: Mulabagilu Location: Mulabagilu Sub Division Office, BESCOM, Mulabagilu. ☎ 08159-242068	Sub Division: Kolar Urban Location: Kolar Urban Sub Division Office, Near Town Police Station, Doom Light Circle, BESCOM, Kolar. ☎ 08152-221293	Sub Division: Kolar Rural Location: Kolar Rural Sub Division Office, BESCOM, M.B.Road, Kolar. ☎ 08152-224859		
<b>Tumkur</b>	Sub Division: Tumkur Rural Location: Tumkur Rural Sub Division-1 Office, BESCOM, Near Sira Gate, Tumkur. ☎ 0816-2279435	Sub Division: Sira CSO Location: Sira City Sub Division-1 Office, BESCOM, Amarapura Road, Sira. ☎ 08135-277 221	Sub Division: Madhugiri Location: Madhugiri Sub Division Office, BESCOM, Near Sira Gate, Madhugiri. ☎ 08137-284376	Sub Division: Gubbi Location: Gubbi Sub Division Office, BESCOM, M.G.Road, Gubbi. ☎ 08131-222223	Sub Division: Tiptur Location: Tiptur Sub Division Office, BESCOM, B.H.Road, Next to IB, Tiptur. ☎ 08134-251287	Sub Division: Tumkur RSD-2 Location: Tumkur Rural Sub Division-2 Office, BESCOM, Varpeta, Tumkur. ☎ 08137-273215	Sub Division: Nittur Location: Nittur Sub Division Office, BESCOM, Nittur. ☎ 08131-230440	Sub Division: Kodigenahally Location: Kodigenahally Sub Division Office, BESCOM, Kodigenahally. ☎ 08137-279868	Sub Division: Kungl Location: Kungl Sub Division Office, BESCOM, Kungl. ☎ 08132-220300	Sub Division: Sirur Location: Sirur Sub Division Office, Police Station Road, BESCOM, Sirur. ☎ 08135-275887	Sub Division: Turuvekere Location: Turuvekere Sub Division Office, BESCOM, Near New Bustand, Turuvekere. ☎ 08136-287367	Sub Division: Chitradurga Rural Location: Chitradurga (R) Sub Division Office, BESCOM, Near Horticulture Office, Chitradurga. ☎ 08194-221656	Sub Division: Chitradurga Urban Location: Chitradurga (U) Sub Division Office, BESCOM, Behind DC Office, Chitradurga. ☎ 08194-222 620	Sub Division: Chitradurga Location: Chitradurga Sub Division Office, BESCOM, Shimga Road, Holakere. ☎ 08192-273 145	Sub Division: Pavagada Location: Pavagada Sub Division Office, BESCOM, Pavagada. ☎ 08136-245562	Sub Division: Tumkur City Sub Division-1 Office, BESCOM, Varpeta, Tumkur. ☎ 08162-273 145	Sub Division: Koratagere Location: Koratagere Sub Division Office, BESCOM, Near KSRTC Bus stand, Koratagere ☎ 08138-232338		
<b>Davanagere</b>	Sub Division: Davanagere City Sub Division-1 Location: Davanagere City Sub Division Office, BESCOM, Near Vidyarthi Bhavan, Hadasi road, Davanagere. ☎ 08192-259 055	Sub Division: Honnali Location: Honnali Sub Division Office, BESCOM, Honnali. ☎ 08188-251172	Sub Division: Davanagere City Sub Division-2 Location: Davanagere City Sub Division-2 Office, BESCOM, Mahaveer Road, Davanagere. ☎ 08192-275 413	Sub Division: Davanagere Rural Location: Davanagere Rural Sub Division Office, BESCOM, Hadasi Road, Davanagere. ☎ 08192-259997	Sub Division: Santhebennur Location: Santhebennur Sub Division Office, BESCOM, Shanthi sagar road, Santhebennur. ☎ 08180-256432	Sub Division: Channagiri Location: Channagiri Sub Division Office, BESCOM, Channagiri. ☎ 08189-228672	Sub Division: Jagalur Location: Jagalur Sub Division Office, BESCOM, Bidarikere Road, near Ambekar Circle, Jagalur. ☎ 08196-227337	Sub Division: Anagoduru Location: Anagoduru Sub Division Office, BESCOM, Anagoduru. ☎ 08192-212150	Sub Division: Hanthara Location: Hanthara Sub Division Office, BESCOM, Hanthara. ☎ 08192-242903	Sub Division: Hiriyur Location: Hiriyur Sub Division Office, BESCOM, Challakere Road, near T.B. Circle, Hiriyur. ☎ 08193-220003	Sub Division: Molakalmur Location: Molakalmur Sub Division Office, BESCOM, KEB Circle, Molakalmur. ☎ 08198-229241	Sub Division: Harappanahalli Location: Harappanahalli Sub Division Office, BESCOM, Hadagali Road, Harappanahalli. ☎ 08398-280218	Sub Division: Chitradurga Location: Chitradurga Sub Division Office, BESCOM, Behind DC Office, Chitradurga. ☎ 08194-221656	Sub Division: Holakere Location: Holakere Sub Division Office, BESCOM, Shimga Road, Holakere. ☎ 08192-273 145	Sub Division: Hosur Location: Hosur Sub Division Office, BESCOM, Hosur. ☎ 08192-273 145	Sub Division: Chalkalere Location: Chalkalere Sub Division Office, BESCOM, Chalkalere. ☎ 08195-250696			