



BANGALORE ELECTRICITY SUPPLY COMPANY LIMITED

(wholly owned Government of Karnataka Undertaking)

No: BESCOM/BC-47/GM(CR)/2014-15/CYS-40

General Manager (CR)
Corporate Office, BESCOM
Bangalore 560 001.

Date: 20 - 06 - 2014

CIRCULAR

Sub: Adopting new Simplified Forms in all the Sub divisions of
BESCOM - reg.

Preamble:

BESCOM is continuously working towards adoption of open governance platform to enlighten the consumers about the activities in BESCOM, standard procedures for various services. The existing procedures have been re-engineered to enable the consumers to minimize the interaction while resolving issues with BESCOM.

BESCOM has undertaken a study for Simplification and Modification of various forms which are issued under various regulations. In this regard, we have conducted workshops and meetings, involving field officers of BESCOM, Officers from KERC, Consumer representatives and former KERC members to analyze the present procedures being followed and the modifications that are required for various services.

Accordingly, Simplification of Service forms viz. New connection, Name transfer has been done. Also new formats for Replacement of burnt out meters, Issue of Service Certificates, Additional load, Surrender of Installation and many other additional Forms have been prepared to facilitate consumers.

As per the directions of Hon'ble Managing Director, the new forms shall be used from 1st of July 2014. Hence, this order:

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To facilitate consumers BESCOM has taken up Simplification of Service forms duly following the guidelines issued by Hon'ble Karnataka Electricity Regulatory Commission and prepared 16 Nos. of Simplified forms and additional formats which are as follows:

- a) Format-1 : New Connection
- b) Format-2 : Reclassification of Consumers
- c) Format-3 : Service Certificate
- d) Format-4 : Requisition for Meter Testing
- e) Format-5 : Replacement of Burnt out Meters
- f) Format-6 : Supplemental Claims Notice
- g) Format-7 : Final Order on Supplemental Claims
- h) Format-8 : Adjustment of Erroneous Bills
- i) Format-9 : Notice for Termination of Agreement
- j) Format-10 : Application for Reduction in Load
- k) Format-11 : Application for Surrender of RR Number
- l) Format-12 : Requisition for Shifting of Installation
- m) Format-13 : Transfer of Installation
- n) Format-14 : Disconnection Notice
- o) Format-15 : Appeal Before the Appellate Authority
- p) Format-16 : Demand for ASD

All the above Formats (both in Kannada and English) are already uploaded in the BESCO Website. The sub division officers are hereby instructed to stop using the old formats from 1st of July 2014 and mandatorily use the new formats by downloading from Website.

The field officers are requested to advise the consumers on the availability of forms in the Website and also to guide the consumers to use only new formats.

Action will be taken against the officers who fail to implement the same from 1st July 2014.


(N. JAYANTHI)

General Manager (CR)
Corporate Office, BESCO

Copy to:

1. All Chief General Manager, CA/Operations/F&C, BESCO Corporate office, BESCO.
2. All Chief Engineers (Ele) O & M Zones, BESCO
3. All General Managers, Corporate office, BESCO
4. All Superintending Engineers (Ele), C,O&M Circles, BESCO
5. The Superintendent of Police, Vigilance, BESCO
6. The Executive Engineers (Ele), C,O&M Divisions, BESCO
7. All Assistant Executive Engineers (Ele) C, O&M Sub divisions BESCO

8. PS to MD / D(T) / D(F) Corporate Office, BESCO with a request to place copy of circular before Hon'ble Managing Director, Director (Technical), Director (Finance), BESCO.
9. All Section Officers, BESCO.
10. Office Copy / MF

Copy for kind information to:

1. Sri. M. Nagaraj, President, KPTCL Employees Union & Director, KPTCL and all ESCOM's, A.R Circle, Bangalore.
2. Sri. V. Venkatasiva Reddy, President, KEB Engineers Association & Director, KPTCL and all ESCOM's, A.R Circle, Bangalore.