



BANGALORE ELECTRICITY SUPPLY COMPANY LIMITED

(wholly owned Government of Karnataka Undertaking)

No: BESCOM/BC-47/GM(CR)/2014-15/ **CYS-35**

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

Date: **19-05-2014**

CIRCULAR

**Sub: Creating awareness on the new BESCOM
Helpline number 1912- reg.**

Preamble:

BESCOM has enriched its 24 X 7 Customer Care Help Line through the latest technology & software developments along with in-Built automatic call transfer system. To register complaints/for any assistance, the Helpline number being used by all our consumers is 080 – 22873333.


Now that Department of Telecommunications, Ministry of Communication & Information Technology, Government of India, New Delhi has informed that “1912” is the Short Code number allocated to all states for “Complaints on Electricity”, we have taken action to change the present number to **1912**. Hence, this order.

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As per the directions of Access Service Wing, Department of Telecommunications, Ministry of Communication & Information Technology, Government of India, BESCOM has changed its Helpline number 080-22873333 to 1912, a short code allocated to all the States for Electricity Complaints.

In this regard, all the concerned officers are hereby advised to change the Helpline Number wherever already displayed such as in the Hoardings, Boards, Service Station Vans, CIM Banners, Pamphlets, Electricity Bills, News paper Notifications, Name boards of Sub Division/ Division/ Circle/ Zonal offices etc. Also, ensure that the consumers are educated about the new Helpline number **1912** for any Assistance/Electricity complaints.


(N. JAYANTHI)
General Manager (CR)
Corporate Office, BESCOM

Copy to:

1. All Chief General Managers, 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 before the 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.