



# BANGALORE ELECTRICITY SUPPLY COMPANY LIMITED

(Wholly owned Govt. of Karnataka undertaking)

## Proceedings of Review meeting held at E-7 sub division on 12.11.2014

BESCOM Officers present:

1. Sri Guru Prasad B L, Director (Finance), BESCOM
2. Sri Venkateshaiah, DGM (Personnel), Corporate Office, BESCOM.
3. Sri Rama Prasad, AGM (F&C), Corporate Office, BESCOM
4. Sri Rajshekhar Reddy, AO, Indira Nagar Division.
5. Smt Dhatri Joshi, AEE to D(F), Corporate Office, BESCOM.
6. Sri Ramesh, AEE (E), E-7 Sub division, BESCOM.
7. Sri Kumar, I/c AAO, E-7 Sub division, BESCOM.
8. All the AE's /JE's and MR's of E-7 Sub division, BESCOM.

Consultancy Team Representative:

1. Sri Vasuki, Director, Dhiya Consulting.

The Cross Functional team, under the Chairmanship of Director (Finance), BESCOM had reviewed the performance of E7 sub division on 15<sup>th</sup> March-2014 and had suggested measures for increasing the efficiency of sub division, thereby resulting in increased revenue.

The team, once again visited the E-7 sub division to assess as to whether the sub division has enhanced its performance. The key observations made during the review and directions issued are as listed below.

<i>Focus Area</i>	<i>Issues observed</i>	<i>Directions issued</i>
<i>Inactive Installation arrears.</i>	<ul style="list-style-type: none"><li>• The Sub division has a huge accumulation of arrears to an extent of Rs 4.25 Crores in inactive installations</li><li>• The arrears of Rs 5000 and above in HT and LT2, LT3, LT5 inactive installations category is Rs 80.63 lakhs.</li><li>• In LT6 – Rs 259 Lakhs.</li><li>• In LT7 – Rs 80.56 lakhs and</li></ul>	<ul style="list-style-type: none"><li>• The AAO to generate list of inactive installations on regular basis.</li><li>• The AE's/JE's/MR's to inspect the inactive installations and shall submit the report to AEE.</li><li>• Action to be initiated by AAO to transfer inactive installation arrears in LT6 tariff to live installations.</li></ul>

	for below Rs 5000, the arrears is Rs 40.03 lakhs.	<ul style="list-style-type: none"> <li>• AEE and Division AO to monitor the progress of recovery of arrears with inactive installations.</li> </ul>																
Rs 5000 and above arrears status	<ul style="list-style-type: none"> <li>• The sub division has a huge arrears in active installations as well. The status is as below. LT2 – 817 inst. Rs 96.15 lakhs. LT3 – 425 inst. Rs 123 lakhs. LT2 – 150 inst. Rs 58.08 lakhs.</li> <li>• It was observed that disconnections are not effected properly.</li> <li>• The Meter Readers are not aware of their monthly demand which is resulting in unfocussed work and there by lessening collection efficiency.</li> <li>• The Meter Reading areas are not distributed properly. The junior and less experienced MR's are vested with high demand areas resulting in poor efficiency.</li> </ul>	<ul style="list-style-type: none"> <li>• AEE/AAO to reallocate Meter Reading areas. The senior and experienced MR's shall be allocated areas with high demands and less experienced / new MR's shall be allocated areas with lesser demand.</li> <li>• <b>All the MR's to collect 50% of their CB by 30<sup>th</sup> of this month without fail.</b> The report on same shall be sent to Director (Finance) office by AEE/AAO.</li> <li>• For any indiscipline by the contract MR's, AEE/AAO shall in initiate action as per terms and conditions of the contract.</li> </ul>																
Note: Disconnection memos issued and returned.																		
	<table border="1"> <thead> <tr> <th>Month</th> <th>Issued</th> <th>Attended</th> <th>Not attended</th> </tr> </thead> <tbody> <tr> <td>Aug-14</td> <td>8307</td> <td>4379</td> <td>3928</td> </tr> <tr> <td>Sep-14</td> <td>8212</td> <td>6513</td> <td>1705</td> </tr> <tr> <td>Oct-14</td> <td>866.</td> <td>5723</td> <td>2940</td> </tr> </tbody> </table>	Month	Issued	Attended	Not attended	Aug-14	8307	4379	3928	Sep-14	8212	6513	1705	Oct-14	866.	5723	2940	
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Temporary installation Status	<ul style="list-style-type: none"> <li>• It is observed that temporary installations are not monitored properly. For about 1000 installations, the Final Reading is not furnished by field staff even after the service has lapsed.</li> <li>• Two temporary installations bearing RR No.'s 7ETP24131 and 7ETP22402 were inspected and in both the cases even after non-renewal, the installation was not disconnected.</li> </ul>	<ul style="list-style-type: none"> <li>• <b>Field JE's to personally monitor and shall take readings of all the LT7 installations of their jurisdiction and shall also furnish Final Readings for the installations which have lapsed (About 1000 installations) by 25<sup>th</sup> of this month, failing which their salaries to be withheld until further directions.</b></li> <li>• Temporary registers to be maintained and updated regularly.</li> </ul>																

Street Light – Water works installation status.	<ul style="list-style-type: none"> <li>• Street inventory is furnished as on Sep-14, but the same is not updated in the system.</li> <li>• Billing is not compiled in tabular format (Excel sheet) resulting in non-payment.</li> <li>• There is a mismatch between number of installations as per DCB and as per SDO statement.</li> </ul>	<ul style="list-style-type: none"> <li>• Street light inventory to be updated in the system.</li> <li>• Zero consumption analysis is to be made and corrective measures to be initiated wherever required.</li> </ul>
Cash Accounts	<ul style="list-style-type: none"> <li>• Cash account not submitted since August-2014.</li> <li>• Details of uncleared cheques not maintained and monitored.</li> <li>• Cheque dishonor cases not monitored</li> </ul>	<ul style="list-style-type: none"> <li>• Cash accounts to be maintained properly with all relevant details.</li> <li>• About 10 cheques of Rs 10,000 and above remitted to Bank have remained as “unencashed cheques” and no action has been taken.</li> </ul>
Zero, DL and Vacant installations.	<ul style="list-style-type: none"> <li>• There were 12,334 installations with zero/DL/Vacant status /consumption in the month of Sep-14 and their numbers have increased to 15,645 during Oct-14.</li> </ul>	<ul style="list-style-type: none"> <li>• AEE/AO to monitor and ascertain the reasons for increase in numbers.</li> </ul>
Status of inspection reports and BBC Arrears	<ul style="list-style-type: none"> <li>• Total arrears pending is Rs 54.27 lakhs.</li> </ul>	<ul style="list-style-type: none"> <li>• Immediate action to be initiated by AEE/AO for recovery.</li> </ul>
Additional security deposit	<ul style="list-style-type: none"> <li>• ASD demand is Rs. 4.13 crs. And the amount collected till October end is only 2.10 crs.</li> </ul>	<ul style="list-style-type: none"> <li>• AEE/AO should ensure that the entire collectible ASD is realized during November month and reported to DF office.</li> </ul>
Omission of Meter Constant	<ul style="list-style-type: none"> <li>• In 8 cases omission of MC was noticed by the Sub-division and an amount of Rs. 64.52 lakhs is demand from the consumer in 8/2014</li> </ul>	<ul style="list-style-type: none"> <li>• So for this amount has not been realized. Immediate action should be taken to realize this amount.</li> </ul>

In addition to the realization of normal demand, there is a potential to realize an additional amount of Rs 2-3 crores per month in the next 2-3 months. The AEE and the staff of E7 sub-division have to focus on this and try to achieve higher levels of collection efficiency besides ensuring compliance to the directions.

**Director (Finance)**  
**BESCOM**

**Copy to:**

1. Chief Engineer (E), BMAZ, BESCOM.
2. Superintending Engineer(E), East Circle, BESCOM, Bangalore
3. Executive Engineer (E), Indira Nagar Division.
4. Assistant Executive Engineer(E), E-7Urban Sub division
5. Sri Vasuki, Director, M/s. Dhiya Consultancy
6. PS to MD
7. MF