



## Bangalore Electricity Supply Company Limited

(Wholly owned Government of Karnataka Undertaking)

No: BESCOM/GM (ICT&MIS)/*65-03*

Office of the  
General Manager (ICT &MIS)  
Corporate office, K.R Circle  
Bangalore – 560 001  
Date: 12.06.2015

### Circular

**Sub: Mandatory Acceptance of the HT application Online from Consumers**

As aware, BESCOM has provisioned for the WSS portal to consumers in order make online payment. This Web self-service under RAPDRP PART-A project provides a portal that will make it easy for consumers to communicate with the utility through the web instead of direct phone calls or office visits.

This portal is currently acting as a source of information for the customers regarding policies and procedures. This in turn will improve customer satisfaction and reduce work load on the employees.

In this regard to emphasize on the customer satisfaction and make it easy for HT consumers to have a hassle-free new connection application process, the following are made mandatory from 1<sup>st</sup> July 2015.

Acceptance of all HT new connection applications is made mandatory ONLY through the bescom website [www.bescom.org](http://www.bescom.org). Sub divisions/ concerned offices are here by instructed NOT TO ACCEPT ANY HT NEW CONNECTION APPLICATIONS MANUALLY with effect from 01.07.2015. In order to make HT application registration fees towards the same also to be compulsorily paid online by consumer, Sub division to tally the same on daily basis,

It is here by directed to SDOs to implement the same compulsorily and educate the consumers accordingly.

*Nagalakshmi S.V.*  
General Manager (IT & MIS)  
BESCOM

**Copy to :-**

1. All Chief Engineers (Elec.), C, O&M Zones, BESCOM
2. Chief General Manager (Tech.), Corporate Office, BESCOM

3. All Suptg. Engineers(EI.), C, O&M Circle, BESCOM
4. All General Manager(EI.), Corporate Office, BESCOM
5. All Executive Engineers(EI.), C, O&M Division, BESCOM
6. PS to Hon'ble MD / DT / CGM (F&C) to place the same before the Hon'ble MD / DT / CGM (F&C) BESCOM for kind information.
7. Officers concerned.