

# **GULBARGA ELECTRICITY SUPPLY COMPANY LIMITED**

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Office of the  
Chief Engineer (Electy),  
O&M Zone, GESCOM, Kalaburagi

No.CEE/(O&M)/KLB/SEE(O)/AEE-1/2019-20/ 6275-79 Dtd: 10/2/2020  
Encl:

**Consumer's grievance meeting of all the O&M Sub-divisions of Urban Division,  
GESCOM, Kalaburagi held on 24-01-2020 @ 11-00 A.M. in the Meeting Hall, Corporate  
Office, GESCOM, Kalaburagi.**

**Presided over the meeting... Dr. R. Raghupriya, I.A.S.,  
Hon'ble Managing Director, GESCOM, Kalaburagi.**

The Chief Engineer Electy, O&M Zone, GESCOM, Kalaburagi welcomed the Hon'ble Managing Director, GESCOM, CEE(Operation.), C.F.O, EEE, all AEE(EI) O&M. Sub-divisions of Urban Division, Kalaburagi, all the consumers and L.E.Cs who were attended the consumer grievance meeting of Urban Division, GESCOM, Kalaburagi. The proceedings of the consumer wise & LECS wise grievance meeting are as follows :

**Grievance of consumers:**

**1) Sri. Sangmesh Hiregowda, R.R. No. 52189, CSD-I, Kalaburagi. :**

During the last year grievance meeting, it is informed that the faulty Electro-Mechanical meter of R.R.No.52189 was replaced by Static meter more than one year back, the said meter also found faulty, energy bills for two years from 2014 to 2016 around Rs. 50,000/- were received by him, which will works out to Rs. 2,000/- to 2,100/- per month. since around Rs. 500/- to 600/- monthly energy bills to be received by him. Further, during 2016 energy meter tested and found good. After persuasion with the concerned GESCOM officers since six month, the problem is not solved till date. Further, few month back he has received energy bill around of Rs. 95,000/-, out of which he has paid Rs. 20,000/-. & He stated that 10 Sq. mm cable also burnt due to high voltage.

Hon'ble Managing Director instructed AEE CSD-I, Kalaburagi to obtain the consumer history from the Infosys system for the last 5 years, and to furnish the same to concerned. Verify the average demand raised for the said installation and issue bills at an earliest. Further MD instructed EEE/Urban, Kalaburagi to collect five years data. EEE/Urban, requested consumer to come over personally, for verification of bill issue. Regarding high voltage and cable burnt. AEE/CSD-I is directed to visit the spot and submit compliance report immediately. Further directed to verify the average demand raise and to issue bill at an earliest.

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**2) Sri. Siddramayya Hirematha:**

There are many problems of consumers, consumer grievance resolved by the GESCOM has to be uploaded in the GESCOM website for the general information of the public in accordance with the directions of KERC grievance meeting. There are problems in switching off & on of street light. Fencing of Hazardous Distribution Transformers Delay in DDUGJY works in Khanadal village.

Hon'ble Managing Director informed that all proceeding are uploaded up to Nov2019. Further Hon'ble Managing Director stated that providing switches to streetlight is the responsibly of urban /local bodies. The CMC has taken intimation for providing switches by calling tenders.

Out of Rs.13.00 crores capex budget allotted for rectification works for 2019-20 the Budget allocation for City Division is Rs.109 lakhs. Already 110 No's of hazardous location were rectified. For fencing of hazardous transformers estimate were already prepared and work will be taken up by calling tenders shortly.

Regarding delay in DDUGY works Executive Engineer (Ele), O&M, Division-1, is instructed to carryout the work at an earliest.

**3) Sri.Shankar V.Gujarath, Shahabazar, Datta Nagar, near Shaik Roza, Kalaburagi:**

For laying U.G. cable, he has submitted application during the year 2013, further once again application submitted for U.G. cable. Around four to five accident occur and requested for arrange to take up the works immediately

AEE/CSD-I, Kalaburagi stated that the lines are old one, for conversion of over head line to UG cable works. estimate for around Rs. 35.00 Lakhs was sanctioned and tender has been called twice. At circle office and it is learnt that only single tender received. Hon'ble Managing Director, directed to re-call the Tender and analyze the reasons for non-participation of Tender and SEE/O&M Circle, Kalaburagi to call tenders at an earliest.

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**4) M/s V.M.K. Chinappa Nadar. R.R.No. GHTP-51 of CSD-I, Kalaburagi**

Payment of monthly energy bills made through the RTGS, after RTGS consumer is facing problems to getting the energy bill from the GESCOM even though UTR No. is furnished and forced him to move from one place to another for getting receipts. Hon'ble MD informed the consumer to furnish R.R.No, Amount, UTR No. & dates by E-Mail or S.M S., in turn AEE concerned has to provide receipt through E-Mail to the consumer. It is instructed all the officers not to give room for such silly grievance & resolve the same at sub-divisional / divisional level itself.

**5) Sri. Syed Saleem, Shaha Bazar, Sapana Mohalla. R.R. No. EH-99|2:**

Service wire passed through adjacent land. Since Children are playing around, it is likely to cause accident due to narrow road. Complaint No. 1912 is not connected available for lodging complaint. Existing cash counter at Shaik Roza seems to be over-crowded and half day time is being consumed for payment of monthly electricity bill, hence additional cash counter near by area is required.

It is stated that the roads are very narrow and having overhead line. As such, Assistant Executive Engineer (Ele), CSD-1, directed to visit the spot and initiate action for replacement over head by AB Cable.

He should also examine the existing cash counter transactions. If required proposal additional cash counter may be submitted to corporate office for taking further action.

**6) Sri. Md.Yusuf Khan, Shaik Roza, Khadri Chowk, Kalaburagi:**

In Khadri chowk, due to narrow roads/lane, two to two accident occurred to avoid requested for replacement of overhead cable by AB Cable.

AEE CSD-I, Kalaburagi is directed to inspect the spot, and to submit the estimate at an earliest.

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**7) Sri. Ashraf Ali, Shaik Roza, Khadri Chowk, Kalahuragi**

Additional cash counter required at Khadri Chowk.

Hon'ble Managing Director requested the consumers who are well verse for digital payment. Shall make payment through Pay T.M. or On-line Transfer, etc. for quick payment.

**8) Sri. Raju S. Kosagi for replacement of slant pole near T.V. Station:**

In Tengli Layout, opp. T.V. Station, there are few slanted poles existing requires replacement of the same.

AEE/CSD-I has to visit the spot & submit the compliance report within 15 days.

**9) Sri. Mohammed Tayyum:**

For additional load on the existing installation in CSD-3 belongs to consumer is pending since from 8 months. The GESCOM authorities instructed to approach one of LECS for additional load, but LECS are insisting payment for service charges for registration of additional load.

The EEE/O&M Urban Kalaburagi requested the consumer to approach him immediately he will resolve the problem.

**10) Sri. Eshwar Shukla, GDA Lavout Dariyapur, Near Ram Mandir, Kalaburagi :**

In the GDA Dariyapur Layout, the line works are proposed under Self execution system, where as erection of poles are stopped by the local residence.

Executive Engineer (Ele), urban Kalaburagi. inform that, he has personally inspected the spot and noticed that the estimate was sanctioned under Self Execution 2 year back. During the course of execution of work, by the applicant the resident of that locality objected shifting of DTC in Garden area and hence the work could not be taken.

The AEE CSD-4 has directed to revise the estimate for re-alignment of lines and submit under Self Execution and submit to division office any difference supervision cast may be collected from the consumer for which consumer agreed for payment.

**The consumer interaction meeting is concluded with vote of thanks**

  
Chief Engineer (Electy)  
O&M Zone, GESCOM, Kalaburagi

**Copy for kind information to:-**

- 1). The Chief Engineer (Ele) Operations, GESCOM, Kalaburagi
- 2). PS to Hon'ble MD GESCOM Kalaburagi for information and to place before Hon'ble MD's table.
- 3). PS to Hon'ble DT GESCOM Kalaburagi for information and to place before Hon'ble DT's table.

**Copy to :-**

- 1). The Superintending Engineer (Ele) O&M Circle, GESCOM Kalaburagi.
  - 2). The Executive Engineer (Ele), O&M City Division GESCOM, Kalaburagi.
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