

GULBARGA ELECTRICITY SUPPLY COMPANY LIMITED

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**Office of the
Executive Engineer (Ele.)
O&M City Division,
GESCOM, Kalaburagi.**

No. EEE/CD/GLB/AEE (O)/AE (T)/2019-20/8496-98

DATE:-14.02.2020

To,
Chief Engineer (Electy),
(Operations), Corporate office,
GESCOM, Kalaburagi.

Sub:- Compliance to the consumer complaints -Reg.


Ref:- CEE/(O&M)/KLB/SEE(O)/AEE-1/2019-20/6275-79 Dtd. 10.02.2020

Sl. No	Name of the consumer	Complaint	Remarks
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/-. 10 Sq. mm cable also burnt due to high voltage etc.	Vide.letter.No.3436/10.02.2020. Addressed to Consumer.
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 Khandala village.	All the proceedings upto Dec-2019 were uploaded in GESCOM website. Further action has been taken to provide meters to street lights control points. Providing switches to the street light is the responsibility of Urban /Local bodies. Further Hon'ble Managing Director stated that providing switches to

			<p>street light is the responsibly of urban / local bodies. The CMC has taken initiation for providing switches by calling tenders.</p> <p>Out of Rs.13.00 crores capex budget allotted for rectification works for 2019-20. Rs.109 lakhs allotted for city Division. Already 110 No's of hazardous location were rectified.</p> <p>For fencing of hazardous transformers estimate have been already submitted to zonal office for calling tender vide letter no. 8358-62 Dated. 10.02.2020.</p> <p>In khandal village DDUGJY works has been completed and commissioned on 08.02.2020.</p>
3	Sri.Shankar V.Gujarathi, 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	<p>For the said work estimate has been prepared and same was sanctioned. For execution of work. Tender had been called by Circle office, due to single bidder tender was cancelled. Direction issued to turnkey agency of IPDS to provide Ariel Bunch cable with in a weeks time to avoid hazardous</p>
4	M/s V.M.K. Chinappa Nadar. R.R.No. GHTP-51of CSD-I, Kalaburagi	Payment of monthly energy bills made through the RTGS, after RTGS he is facing problems to getting the energy bill from the GESCOM even though UTR No. furnished and forced him to move from one place to another place.	<p>Instructions issued to AEE,CSD-I to Issue receipts to consumer soon from after getting UTR number & same may be mailed to the consumer on priority .</p>
5	Sri. Syed Saleem, Shaha Bazar, Sapana Mohalla. R.R. No. EH-9912	Service wire passed through adjacent land. Children are playing and it is likely to cause accident due to small road. Complaint No. 1912 is not connected for lodging complaint. Existing cash counter at Shaik Roza seems to be crowded and half day time is being consumed for payment of monthly electricity bill, hence additional cash counter near by area has to be considered.	<p>The work of converting LT over head conductor by LT AB cable will be carried out under IPDS scheme and same will be completed within one week. Further proposal for additional cash counters required will be submitted to corporate office within a weeks time.</p>

6	Sri. Md.Yusuf Khan, Shaik Roza, Khadri Chowk, Kalaburagi.	In the Khadri chowk, small road/lane, Since 15 years around two to three accident occurred & requested for replacement of overhead cable by ABC. Fencing require for DTC.	Direction issued to AEE CSD-I to take of the work under IPDS scheme from Turnkey agency. For fencing of DTCs, Estimates were submitted to Chief Engineer (Electy), Zonal office for calling tender.
7	Sri. Ashraf Ali, Shaik Roza, Khadri Chow, Kalaburagi	Additional cash counter requires and there is sever problem often, often resulting delay in payment of electricity bills and resulting long queue. Also around half day time is required to pay the energy bills.	Proposal for additional cash counter will be submitted to corporate office within a weeks time.
8	Sri. Raju S. Kosagi for replacement of slant pole near T.V. Station.	In Tengli Layout, opp. T.V. Station, there are five slanted poles existing requires replacement of the same.	Rectification of slanted poles & deterioted poles works completed on 13.02.2020.
9	Sri. Mohammed Tayyum.	For additional load on the existing installation in M.G. Road GESCOM office pending since 8 months. They are informing to approach one of LECS for additional load, but LECS are insisting payment and service charge for registration.	Requested the consumer to register an application duly submitting all the related documents.
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.	Technical sanction issued from this office vide TS No. 120 Dated. 10.02.2020 under self execution, to take up the work by applicant

Your Faithfully,


Executive Engineer (Ele)
O&M City Division,
GESCOM, Kalaburagi