

GULBARGA ELECTRICITY SUPPLY COMPANY LIMITED

NO.SEE/DCA/AO/AAO/SAR/2021-22/ 4247-72

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Office of the
Superintending Engineer (Ele),
O&M Circle, GESCOM,
Ballari

Date :- **08 NOV 2021**

Compliance report for the previous HT & EHT consumer interaction meeting which was held on 21.10.2021 as stated below :-

Complaint No 1:- shri M.Mohankumar , Lift irrigation scheme ,
SHTP129/116 Siruguppa

- Waive off FC / Demand Charges when the electricity is not used.
- Requested to reduce the Tariff rates charged for the Lift irrigation scheme.
- Enquired about interest rates charged for non-payment of arrears in lift irrigation scheme.

Complaint is raised by shri. Mohan kumar in respect of Waive off FC / Demand Charges for lift irrigation installation HT3 a(iii) for private lift irrigation as per tariff Rs.75 /per HP Energy charges per unit Rs.3.10 per unit where as Mohan kumar stating that when there is no usage of power I am receiving the FC charges when the consumption is nill during non usage of electricity he wants to waive off the FC charges or reduce the energy charges that is Rs. 3.10 paise electricity is not used & requested to reduce the Tariff rates charged for the Lift irrigation scheme

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For Compliance Question 1 & 2 given reply by Superintending Engineer (Ele), O&M Circle, GESCOM, Ballari it's a policy matter and the same is intimated to higher Authority waiting for the further directions from corporate office and KERC.

In continuation of the Enquired about interest rates charged for non-payment of arrears in lift irrigation scheme Executive Engineer (Ele) O&M rural division GESCOM, Ballari clarified the confusion to consumer regarding charging of interest on interest charged for non-payment of arrears is not calculated in the electricity bill it includes only interest for non-payment of arrears.

Complaint No. 2 :- Satya Narayana.D Lift irrigation scheme ,SHTP183
Nadavi Siruguppa

- Waive off FC / Demand Charges in the arrears.

Complaint is raised by shri. Satya Narayana.D in respect of Waive off FC / Demand Charges for lift irrigation installation HT3 a(iii) for private lift irrigation as per tariff Rs.75 /per HP Energy charges per unit Rs.3.10 per unit where as Satya Narayana.D stating that when there is no usage of power I am receiving the FC charges when the consumption is nill during non usage of electricity he wants to waive off the FC charges or reduce the energy charges that is Rs. 3.10 paise electricity is not used & requested to reduce the Tariff rates charged for the Lift irrigation scheme

Superintending Engineer (Ele), O&M Circle, GESCOM, Ballari given reply its a policy matter and the same is intimated to higher Authority waiting for the further directions from corporate office and KERC.

Complaint No.3:- jindalsaw,RR.NO SEHT46, Torangal vittalapura Sanduru

- Power interruption and low voltage fluctuation in 33 kv line.
- Issues on payment of electricity bills (reconsideration RTGS payment of monthly electricity bill.

As stated by the Executive Engineer (Ele),KPTCL Allipur ~~Re-stated~~ at 110 kv substation Tornagal replacement 110 kv capacitor bank & breaker work under process after completion of the work .low voltage problem on 33 kv vittalapura line will be improved however Superintend Engineer (Ele), O&M circle GESCOM Given instruction to Executive Engineer (Ele) KPTCL Allipur until replacement the power transformer tap is to be changed frequently .

In response to this Superintending Engineer (Ele), O & M Circle Gescom Ballari stated monthly payment of electricity bill must be paid either through cheque/DD & other electronic mode of payment as specified by GESCOM, we will further consider your request and brought into notice of our higher authority for further clarification.

Complaint No 4:-Jindal south west ,RR.NO TPS1808, HB HALLI

- conversion of Temporary power sanction HT5 to industries tariff HT2 (a).

Consumer stated obtained power sanction of 3 MVA for the operation of industry that is 0.3 MTPA pallet plant. Accordingly, we have started consuming power supply for running the industry as per power sanction by issued by chief Engineer CECP Gulbarga where EE O &M H B Halli issued revised power sanction under HT5 now we are utilizing the power supply for industry and no construction activity is undertaken so change the tariff from HT5 to HT2(A)

Necessary instruction given to the Executive Engineer (Ele), O & M HB Halli Hospete along with AEE HT rating staff Hospete to visit the industry for taking further action for issuing necessary official memorandum as per physical survey which is in process .

Complaint No 5 :- N. Srinivas saishankar stone crusher ,RR.NO :-

LMP31189, kurugodu

- Conversion of LT5 Existing installation to HT installation is delayed.

Complaint is attended by the Executive Engineer (Ele), O & M Rural Gescom Ballari & Assistant Executive engineer , O & M Rural sub division Gescom Ballari they stated necessary estimate is prepared and issuing of power sanction for HT installation is in process .

Complaint No 6 :- N. Ravi kumar Basaveshwara stone crusher ,RR.NO :-

LMP31189, Halekote.

- Power interruption in the past one year
- Enquired about discount rated scheme

In response to the consumer complaint Section officer Tekkalkote stated the existing feeder is over loaded and lengthy line to avoid this necessary link line has to be constructed from Tekkalkote station necessary estimate is prepared under short term preventive maintenance work carried out and interruption are minimized.

Regarding discount rated scheme Executive Engineer (Ele), O & M Rural Gescom Ballari clarified to the consumer it is exclusively for HT consumer effect from July-2021 to December 2021 and the unit rate will be Rs.6 per unit for additional consumption, over and above the average monthly consumption. and also explained in detail about the eligibility criteria to avail these benefits

Complaint No 7:- Mylar sugar ltd Beerabbi village Huvina Hadagali

RR.NO :-HTBRB -24793,

- Requested to waive off of interest on jack well power supply (HTBRB -24793) bills from February 2017 to till date of mylar sugars limited.

Consumer stated that in 29.11.2016 gave a application for permanent disconnection of temporary installation bearing RR.NO HTBRB 23936 and the same is disconnected on 17/12/2016 and ETV meter released by GESCOM. Same Etv meter is handed over to GESCOM

we are having HT power supply for our jackwel bearing HTBRB 24793 and we have requested to adjust the temporary power supply refund amount against pending bills of jackwel power supply as the meter is misplaced by GESCOM hence refund of deposit amount of temporary power supply is not done . hence, we have not paid the electricity bills of the installation bearing HTBRB 24793 that leads to adding of interest from February 2017 to December 2019 is Rs.171000/- we are making monthly energy bill excluding interest amount as the settlement of refund was delayed and made on 30.11.2019 hence we are requesting to waive off of interest amount Rs.171000

Executive Engineer (Ele) O & M HB Halli, stated after verifying the ledger which is in process the Erroneous will be Audited .

Complaint No 8 :- Veeranjinalu,.BASAI STEELS RR.NO EHT11,
PDHALLI.

- Enquired about extension of discounted rated scheme.
- Low voltage issue

Consumer requested to extent the discount Energy scheme from December to further as it helps to minimize the burden of payment of electricity bill and also to look after the issues of low voltage

Superintending Engineer (Ele) informed as per guidelines of discount energy scheme provision made up to December 2021 further requisition from all consumer are obtained and proposals sent to corporate office GESCOM Gulbarga for further extension & Approval is awaited

in respect of low voltage in 110 & 33 kv line the Executive Engineer (Ele), KPTCL ALLIPUR Ballari stated at 110 kv north sub station Ballari 110 kv capacitor bank was rectified and commenced on 30th October & low voltage problem was solved.

Complaint No 9 :- G.S Madhura Nath Dhanvi , Flexi print packs.

- Regular interruption of power for feeder no 46.

Consumer stated in Feeder no 46 it is meant for purely industries the industries will have continued production process through proper channel in a day power interruption on this feeder will have following impact on us :-

- Energy loss
- Raw materials wastage
- Quality of the products will lose
- Labour sit idle and economically loss .

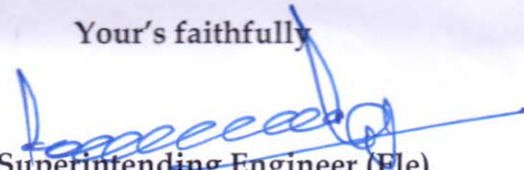
Executive engineer O & M urban division, Ballari he stated necessary action is taken to reduce interruption duly attending the faults and periodically maintaince works carried out and interruption are minmized.

Complaint No 10 :-P.Ajaykumar Model stone crusher ,sandur.

Consumer expressed about the low voltage issues and inconsistency quality of power supply for his installation

As stated by the Executive Engineer (Ele),KPTCL Allipur he stated at 110 kv substation Tornagal replacement 110 kv capacitor bank & breaker work under process after completion of the work .low voltage problem on 33 kv vittalapura line will be improved however Superintend Engineer (Ele), O&M circle GESCOM Given instruction to Executive Engineer (Ele) KPTCL Allipur until replacement the power transformer tap is to be changed frequently.

Your's faithfully


Superintending Engineer (Ele),
O&M Circle, GESCOM,
Ballari.

Copy with compliments to :

1. The Chief Engineer (Ele), Operation, Corporate Office GESCOM Kalaburagi for kind information.
2. The Chief Engineer (Ele), O & M Zone GESCOM Ballari for kind information.

Copy for information to :

3. The Superintending Engineer (Ele),W&M Circle KPTCL Munirabad for information
4. SPS to MD to place the subject before Hon'ble Managing Director GESCOM.
5. SPS to DT to place the subject before Hon'ble Director Of Technical GESCOM.
6. All Executive Engineer (Ele), O & M Urban/Rural/C&M/MRT Division, GESCOM Ballari/Hospet/H.B.Halli .
7. All Assistant Executive Engineer (Ele), O & M Urban/Rural Sub-Division , GESCOM Ballari/Hospet/H.B.Halli/Siruguppa/Sandur/Kudligi/Hadagali/Ballari CSD 1&2/Hospet USD-1& 2.
8. copy to SAR/OC/MF.