

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 :- 8 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.

