



CHAMUNDESHWARI ELECTRICITY SUPPLY CORPORATION LIMITED

(A Government of Karnataka Undertaking)

CITIZEN CHARTER



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(A Government of Karnataka Undertaking)

CITIZEN CHARTER



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PREFACE



Citizens charter is based on the premise that the consumer is “King” and our organization is not to rule but to serve the consumer. In the above concept and to make the organization transparent, accountable and consumer friendly we take immense pleasure in rededicating ourselves to serve the people by bringing out a Citizens Charter, which sets out the standard and quality service to the consumers as laid down by the Karnataka Electricity Regulatory Commission from time to time.

OBJECTIVES AND MISSION STATEMENT



Objectives of the Charter:

- To inform the public an overview of the organization.
- To inform the citizens about the kind of services that are available.
- To raise the standard of services and endeavor to give more power to the citizens.

Mission Statement of CESC:

To ensure “Reliable quality Power to its consumers at competitive prices”.
CESC, Mysore is dedicated to achieve these objectives through:

- Creativity in its operations and maintenance.
- Empowerment of staff by constant upgradation of technical competence & developing human resource capabilities and delegation of power.
- Adoption of new technologies and practices.
- Creation of transparency and accountability in administration.

ORGANISATION

- Chamundeshwari Electricity Supply Corporation Limited (CESC) with its Head quarters at Mysore, is a Company incorporated under the Companies Act-1956 and is a successor entity to Karnataka Power Transmission Corporation Ltd, (KPTCL) & MESCOM in respect of distribution and retail supply of electric power for five districts of Mysore, Mandya, Chamrajanagar, Hassan and Kodagu in the State of Karnataka.
- CESC, Mysore has commenced functioning as an Independent Electricity Distribution Company from 01.04.2005 as per the GOK order no EN98 PSR 2004 Bangalore, dtd:19th August 2004 duly bifurcating from MESCOM and by virtue of transfer scheme rules made under Karnataka Electricity Reforms Act 1999, comprising distribution system of 33 kV and below along with specified lines, posts and personnel have been transferred to the Company from MESCOM/ KPTCL.
- The Corporation is fully owned by GoK and functioning by its Board of Directors nominated by the Government.



PROFILE

As on May - 2011



● Area	:	27,858 Sq.km
● Districts	:	5
● Population	:	76.40 Lakh
● Consumers	:	23,91,053
● Circles	:	4
● Divisions	:	15
● Employees	:	5500
● No of feeders	:	1055
● No of DTC	:	53918
● HT Line	:	30109.2 km
● LT Line	:	69556.07 km
● Total Asset	:	1130.47 crore
● Revenue Demand	:	2057.17 crore
● Revenue Collection	:	1944.19 crore

PROFILE

BOARD OF DIRECTORS



BOARD OF DIRECTORS

Name	Designation & Address	Telephone Numbers
Smt. Shamim Bhanu, IAS	Additional Chief Secretary, Energy Department, GoK Vikasa Soudha, Bangalore & Chairperson.	080-22034648
Dr. P. Bore Gowda, Ph.d., KAS	Managing Director, CESC, Corporate office, Sarswathipuram, Mysore.	0821_2417101
Sri. P.K. Garg, IPS	Inspector General of Police, Vigilance & Enforcement, KPTCL & All ESCOM-s, Kaveri Bhavan, Bangalore.	080 22213585 -
Sri. Vijayanarasimha	Managing Director, MESCOM, A.B.Shetty Circle, Mangalore.	0824-2444300
Sri. B. Bhagya Naik	Director Technical, CESC, Saraswathipuram, Mysore	0821-2417102
Sri. B.S.Rama Prasad, IAS	Secretary, GoK, Department of Industries & Commerce.	-
Sri H.R. Nagendra	Deputy Secretary, Energy Department, GoK, Bangalore..	080 22034680
Sri. V .Yashavanth, KAS	Director (Admn & HR), KPTCL, Kaveri Bhavan, Bangalore.	080-22212343
Sri. Shama Rao	Under Secretary, Finance Department , GoK Bangalore.	-
Sri. L.Ravi	President KEBEA, A.R.Circle, Bangalore.	080-22281049
Sri. M.N.Nagaraju	Executive President, KEB, Employees Union, Bangalore.	080-22258537
Corporate e-mail : cesgmt@rediffmail.com		
Sri. R.Balasubramanain	Company Secretary, KPCL.	080 22250940

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COMPANY ACTIVITIES



The prime function of the company is supply & distribution of electricity to the consumers at competitive prices.

The other activities are:

- ◆ Selling power to the consumers at the rates approved by KERC.
- ◆ Maintenance of lines and equipments to ensure quality and reliable power supply.
- ◆ Augmentation of infrastructure to meet the demand growth.
- ◆ Ensuring safety of life & property with appropriate actions to prevent accidents.
- ◆ Metering and billing of energy consumed.
- ◆ Collection of energy charges from consumers.
- ◆ Maintenance of consumer accounts at different subdivision offices.
- ◆ Energy auditing and accounting of technical & commercial losses.
- ◆ Carrying out the system improvement works, to improve the voltage conditions and to bring down the distribution losses.

...contd

COMPANY ACTIVITIES

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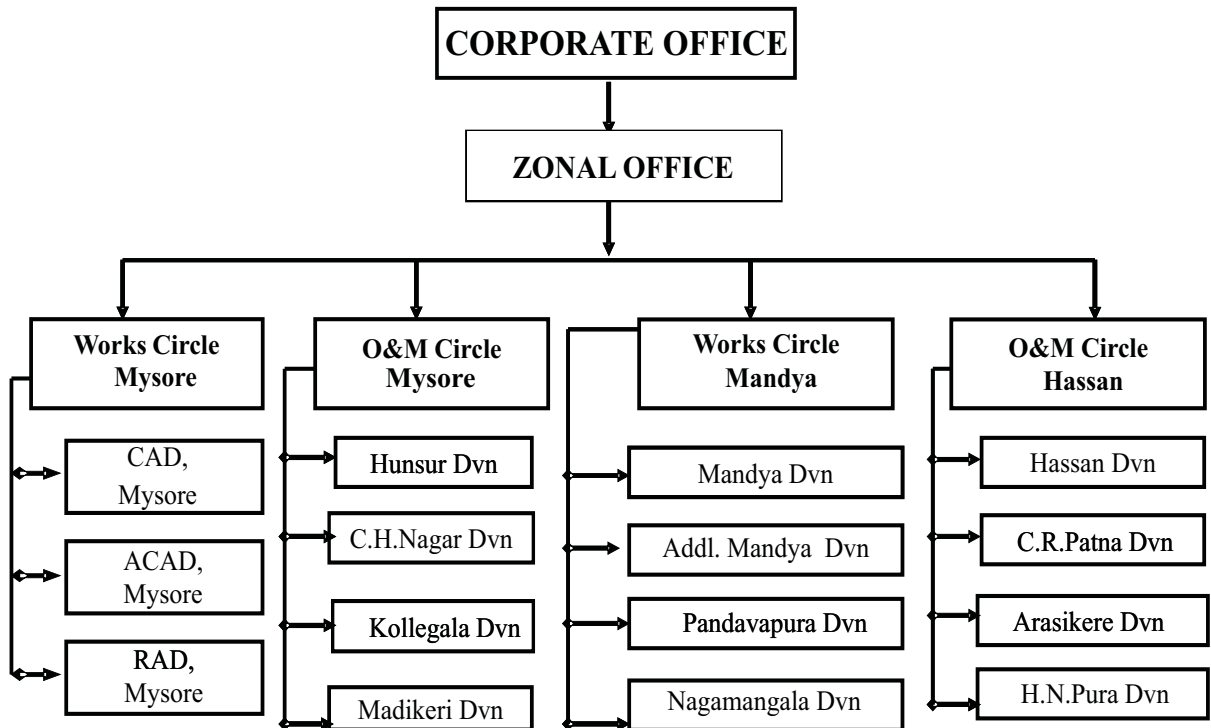
COMPANY ACTIVITIES

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- ◆ Carrying out periodical inspection of consumer installations, to plug pilferation / theft of energy and bring down the commercial losses.
- ◆ Implementation of Socio-economic programmes of energization of Ganga Kalyana works, Drinking Water works, etc.
- ◆ Electrification of villages, Hamlets, Janatha colonies, Dalit basthi's, Thandas, etc.
- ◆ Energisation of BPL households under Rajiv Gandhi Gramina Vidyudhikarna Yojana.
- ◆ Implementation of Niranthara Jyothi Yojana for arranging continuous power supply to rural areas.
- ◆ Redressal of consumer grievances through Consumer Grievance Redressal Forum.
- ◆ Conducting periodical progress review meetings.
- ◆ Imparting training to employees motivating for better consumer service.

ORGANIZATION CHART



GENERAL SERVICES

- ◆ Central Consumer Complaint Divisions established at all district head quarters with Toll Free Telephones and 24X7 Service stations to attend consumer complaints.
- ◆ Consumers can also contact the jurisdictional officers either by phone or in person for any breakdowns, billing & payment clarifications and redressal of other grievances.
- ◆ Carrying out shifting of lines, meters, rating of installations at consumer request.
- ◆ Serving of bills on spot to the consumers every month regularly.
- ◆ Payment facilities of cash counters at all subdivision offices and mobile cash counter in Mysore city.
- ◆ Cash collection through Micro Feeder Franchises at the door step of rural consumers.
- ◆ Cash payment facilities through ATP machines, “Mysore-One” Centres, Banks & Post Offices and also Payment through RTGS.
- ◆ Furnishing desired documents through RTI.
- ◆ Accessible at home to the CESC website www.cescmysore.org for consumer complaints.



CLASSIFICATION OF SUPPLY VOLTAGE

CESC has the privilege of arranging power supply to the consumers in the following manner. The classification of standard system voltages that are applicable for arranging power supply are ;

- Lighting & heating power up to 5 KW and motive power upto 4 KW will be arranged at 230 volts, single phase power supply.
- All installation below 50 KW (67 HP) will be arranged at 400 volts, three phase LT power supply.
- All installations above 50 KW upto 2000 KVA will be arranged on 11KV HT power supply.
- All installations above 2000 KVA upto 7500KVA will be arranged on 33KV HT power supply.
- All installations with a contract demand above 7500KVA and upto & inclusive of 20000KVA will be arranged on 66KV EHT power supply.
- All installations with a contract demand above 20000KVA and upto & inclusive of 35000KVA will be arranged on 110 KV EHT power supply.
- All installations with a contract demand above 35000KVA will be arranged on 220 KV EHT power supply.



GENERAL CONDITIONS FOR ARRANGING POWER SUPPLY



1. Any person desire to avail power supply shall comply with the following requirements
 - (i) Application in duplicate with prescribed fee and charges for supply of electricity shall be filed at the sub-division office of the distribution licensee by the owner or occupier of the premises. These provisions shall also be applicable for cases requiring enhancement of existing load and change over of voltage level.
 - (ii) The following attested true copies or Photostat copies shall be submitted along with the filled up application form.
 - a) Proof of ownership of the premises or proof of occupancy.
 - b) General License from the local authority, if such license is provided for.
 - c) In case of partnership firm, partnership deed.
 - d) In case of limited company, Memorandum and Articles of Association and certificate of incorporation.
 - e) Indemnity Bond if the applicant is not the owner of the premises.
 - f) Proof of permanent residential address of the applicant and PAN number if any.
 - g) An undertaking from the applicant stating that he will not engage child labour in his industrial/commercial installation and consent to disconnect power supply to the installation in violation of child labour (Prohibition and Regulation) Act 1986 and clause 24 of Karnataka Shops and Commercial establishment Act -1961 / Factory Act 1948.
 - (iii) The application shall contain full address, location sketch, and contact telephone number, if any and the name of the nominee.

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- (iv) The applicant shall indicate in the application form the name and address of the Licensed Electrical Contractor (LEC) with whom he intends to get the interior wiring work done.
- v) The applicant shall indicate in his application that he will install the Solar water heater and submit an undertaking for having installed the Solar water heater along with the agreement before issue of the work order. This clause is applicable to all residential buildings falling under Municipality/Corporation limits with built up area of 600 sq ft & above constructed on site measuring 1200 sq ft & above and for all other installations.
2. The licensee shall verify the application and the enclosed documents at the time of receipt of the application and shall give an acknowledgment after satisfying himself of the completeness of the application.
3. Any assistance required for filling up the application shall be given by the local office of the licensee.
4. Power supply from only one source shall be provided to the premises of the applicant
5. For specific cases the following shall be submitted along with the application form
 - License from Corporation/ Municipality/Village Panchayath for Power.
 - NOC from Pollution Control Board.
 - Permission from Electrical Inspectorate, etc.
6. Payment of requisite deposit and other charges will be intimated to the consume in the power sanction letter.

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SERVICE STANDARDS FOR NEW CONSUMERS

DOMESTIC LIGHTING : LT



All BPL house holds are covered under this LT-1 Category of Government sponsored schemes of Bhagyajyothi and Kutirjyothi.

GoK has committed to provide free supply to domestic installations under this scheme upto 18 units per installation per month with one outlet of 40 watts bulb.

DOMESTIC LIGHTING-LT

- Applicable Tariff : LT-2(a)(i)-All areas under CMC & Urban Local Bodies.
 : LT-2(a)(ii)- All areas under Village Panchayath
- Application Availability : All O&M sub-division offices /
 CESC website: www.cescmysore.org
- Servicing period : 30 days * for installations without line extension
 : 45 days * for installations with line extension



App. Reg. Fee	Requested Load in Watts	Initial deposits and other charges			
		Initial Deposit for LT-2(a)(i) in Rs.	Initial Deposit for LT-2(a)(ii) in Rs .	Service Line Charges	MSD
Rs. 25/-	250	90	60	Nil	As per latest Schedule of rates
	251-500	140	110		
	501-750	190	160		
	751-1000	260	230		
	1001-1250	350	310		
	1251-1500	440	390		
	1501-1750	520	460		
	1751 2000	610	540		

NOTE: * From the date of receipt of application.

DOMESTIC LIGHTING & HEATING-LT



- Applicable Tariff : LT-2(a)(i)-All areas under CMC & Urban Local Bodies.
 : LT-2(a)(ii)- All areas under Village Panchayath
 Application Availability : All O&M sub-division offices /
 CESC website: www.cescmysore.org
 Servicing period : 30 days * for installations without line extension
 : 45 days * for installations with line extension

App. Reg. Fee	Requisitioned Load	Initial deposits and other charges			
		Initial Deposit for LT -2(a)(i) inRs	Initial Deposit for LT-2(a)(ii) inRs .	Service Line Charges	MSD
Rs 50/-	1 KW	260	230	For loads upto 3 kw Nil	As per latest Schedule of rates
	2 KW	610	540		
	3 KW	1030	920	For loads more than 3kws to 15kws , Rs.650/- per kw	
	4 KW	1470	1320		
	5 KW**	1940	1750		

NOTE: * From the date of receipt of application.

** For deposits on loads above 5kws contact jurisdictional AEE(Elc).

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PRIVATE EDUCATIONAL INSTITUTIONS AIDED/UNAIDED-LT

- Applicable Tariff - LT-2b(i)- All areas under CMC &Urban Local
 - LT-2b(ii)- All areas under Village Panchayath
 Application Availability - All O&M Sub-division offices /
 CESC website:www.cescmysore.org
 Servicing period - 30 days * for installations without line extension
 - 45 days * for installations with line extension



App. Reg. Fee	Requisitioned Load	Initial deposits and other charges			
		Initial Deposit for LT- 2(b)(i) In Rs.	Initial Deposit for LT 2(b)(ii) In Rs.	Service Line Charges	MSD
Rs. 50/-	1kw	570	480	For Loads upto 3kw-NIL	As per latest Schedule of rates
	2kw	1010	870		
	3kw	1560	1340	For loads More than 3kws-15kws , Rs.650/- per kw	
	4kw	2120	1820		
	5kw**	2700	2330		

NOTE: * From the date of receipt of application.

** For deposits on loads above 5kws contact jurisdictional AEE(Elc).

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COMMERCIAL LIGHTING-LT



- Applicable Tariff - LT-3(i)- All areas under CMC & Urban Local Bodies.
 - LT-3(ii)- All areas under Village Panchayath
- Application Availability - All O&M Sub-division offices /
 CESC website: www.cescmysore.org
- Servicing period - 30 days * for installations without line extension
 - 45 days * for installations with line extension

App. Reg. Fee	Requested Load	Initial deposits and other charges			
		Initial Deposit for LT- 3(i) inRs.	Initial Deposit for LT- 3(ii) in Rs.	Service Line Charges	MSD
Rs . 50/-	Upto 250w	320	290	For loads upto 3kw -Nil Above 3kw upto15kw - @Rs. 650/kw Above 15kw- 25kw -@ Rs.7800 plus Rs.1300 for every additional kw above 15kw	As per latest Schedule of rates
	251-500w	550	510		
	501-750w	830	780		
	751-1000w	1120	1050		
	2kw	2360	2200		
	3kw	3600	3350		
	4kw	4840	4500		
	5kw**	6080	5650		

NOTE: * From the date of receipt of application.
 ** For deposits on loads above 5kws contact jurisdictional AEE(Elc).

COMMERCIAL LIGHTING-LT

COMMERCIAL POWER-LT

- Applicable Tariff - LT-3(i)- All areas under CMC & Urban Local Bodies.
 - LT-3(ii)- All areas under Village Panchayath
- Application Availability - All O&M Sub-division offices /
 CESC website: www.cescmysore.org
- Servicing period - 30 days * for installations without line extension
 - 45 days * for installations with line extension



App. Reg. Fee	Requested Load	Initial deposits and other charges			
		Initial Deposit for LT - 3(i) In Rs.	Initial Deposit for LT- 3(ii) in Rs.	Service Line Charges	MSD
Rs.100/-	1HP	470	440	For loads upto 3kw -Nil Above 3kw upto15kw - @Rs. 650/kw Above 15kw- 25kw -@ Rs.7800 plus Rs.1300 for every additional kw above 15kw	As per latest Schedule of rates
	2HP	965	900		
	3HP	1510	1400		
	4HP	2050	1890		
	5HP	2590	2390		
	7.5HP	3950	3640		
	10HP	5300	4880		
	15HP	8010	7370		
	20HP	10720	9870		

NOTE: * From the date of receipt of application.

COMMERCIAL POWER-LT



SERVICE STANDARDS For Multistoried Buildings-Residential/ Commercial

- Applicable to Lighting, Heating & Power to all residential/commercial multistoried buildings where requisition load is more than 25kw's or plinth area is more than 500 Sq mtrs.
- Application Registration Fee as prescribed for each Installation of that category subjected to a minimum of Rs.250/- per premises.
- Application Availability - All O&M Sub-Divisional Offices /
CESC web site:cescmysore.org

For new buildings Transformer & other infrastructure has to be provided under self execution works, as per rule-9 of Conditions of Supply of Electricity of Distribution Licensee in the state of Karnataka.

INDUSTRIAL POWER -LT

- Applicable Tariff - LT-5
 Application Availability - All O&M Sub-division offices /
 CESC website: www.cescmysore.org
 Servicing period - 30 days * for installations without line extension
 - 60 days * for installations with line extension
 for load up to 40HP



App. Reg. Fee	Requisitioned Load	Initial deposits and other charges		
		Initial Deposit In Rs.	Service Line Charges	MSD
Rs.100/-	1HP	300	For loads <ul style="list-style-type: none"> ● Upto 3 kw- Nil ● 3 to 15kw-Rs.650/kw ● 15 to 25kw-Rs.7800 plus Rs. 1300 per kw ● Above 25kw but less than 50kw-Rs.20800 plus Rs. 1950 per kw 	As per latest schedule of rates
	2HP	600		
	3HP	900		
	4HP	1200		
	5HP	1500		
	7.5HP	2320		
	10HP	3100		
	15HP	4690		
	20HP	6450		
	25HP	8210		
39HP	13470			

NOTE: * From the date of receipt of application.

INDUSTRIAL POWER -LT



- Applicable Tariff - LT-5
 Application Availability - All O&M Sub-division offices/
 CESC website www.cescmysore.org
 Servicing period - 30 days * for installations without line extension
 - 60 days * for installations with line extension
 - For Load up to 67HP

Self Execution works facility available

App. Reg. Fee	Requisitioned Load	Initial deposits and other charges			
		Initial Deposit in Rs.	Supervision Charges	Service Line Charges	MSD
Rs.100/-	40HP	14650	@10% on cost of estimate for self execution works	For loads • Upto 3 kw-Nil • 3 to 15kw-Rs.650/kw • 15 to 25kw-Rs.7800 plus Rs. 1300 per kw • Above 25kw but less than 50kw-Rs.20800 plus Rs. 1950 per kw	As per latest schedule of rates
	66HP	25080			
	67HP	34190			
	70HP	35780			
	80HP	41100			
	100HP	51720			

NOTE: * From the date of receipt of application.

INDUSTRIAL POWER-LT

IRRIGATION PUMPSETS - LT

IRRIGATION PUMPSETS - LT

Category of Installations	Applicable Tariff	App. Reg. Fee	Requisitioned Load	Initial deposits and other charges			MSD
				Initial Deposit	Supervision Charges	Service Line Charges	
IP Set upto & Inclusive of 10 HP	LT-4 (a)	Rs.50	PER HP	Rs.680	@10% on cost of estimate for self execution works	As per policy of GoK	Nil
IP Set Above 10 HP	LT-4 (b)	Rs.50	PER HP	Rs. 310			As per latest schedule of rates
Private Horticultural Nurseries, Coffee and Tea Plantations up to & incl of 10 HP	LT-4 (c) (i)	Rs.50	PER HP	Rs. 290			
Private Horticultural Nurseries, Coffee and Tea Plantations above 10 HP	LT-4 (c) (ii)	Rs.50	PER HP	Rs. 310			



OTHER INSTALLATIONS-LT



Category of Installations	Applicable Tariff	App. Reg. Fee	Requisitioned Load	Initial deposits and other charges			MSD
				Initial Deposit	Supervision Charges	Service Line Charges	
Water supply	LT-6 (a)	Rs.100	PER HP	Rs. 680	@10% on cost of estimate for self execution works	For loads • upto 3kw- Nil • 3 to 15kw-Rs. 650 per kw. • Above 15 to 25kw - Rs.7800 plus Rs.1300 per kw.	As per latest schedule of rates
Street Light	LT-6(b)	Rs.25	PER KW	Rs.2840		Self Execution	
Temporary	LT-7	-	PER KW	12 Units per day at Rs 7.50/- Subject to weekly min of 150/- per kw	Rs. 50 upto 67 HP & for above 67 HP 10% on cost of estimate subject to min Rs.100 per. Work	As per condition of supply	

OTHER INSTALLATIONS-LT

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WATER SUPPLY & SEWERAGE INSTALLATIONS, INDUSTRIES, UNIVERSITIES & EDUCATION INSTITUTIONS-HT



Applicable Tariff - HT-1/HT-2(a)
 Application Availability - All O&M Sub-division offices /
 CESC website:www.cescmysore.org

Works to be carried out on self execution scheme.

Applicable Tariff	App. Reg. Fee	Requisitioned Load	Initial deposits and other charges		
			Initial Deposit in Rs.	Supervision Charges	MSD
HT-1	Rs. 250/-	Per KVA of CD	1120	@10% on cost of estimate for self execution works	As per latest schedule of rates
HT-2 (a)	Rs. 250/-	100KVA	126000		
		200KVA	252000		
		300KVA	378000		
		500KVA	630000		
		750KVA	945000		
		1000KVA	1260000		
		1500KVA	1920000		
		2000KVA	2580000		
		3000KVA	3900000		
		5000KVA	6540000		

WATER SUPPLY -HT

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COMMERCIAL-HT



- Applicable Tariff - HT-2(b)
 Application Availability - All O&M Sub-division offices /
 CESCwebsite: www.cescmysore.org

Works to be carried out on self execution scheme

Applicable Tariff	App. Reg. Fee	Requisitioned Load	Initial deposits and other charges		
			Initial Deposit in Rs.	Supervision Charges	MSD
HT - 2(b)	Rs. 250/-	100KVA	158000	@10% on cost of estimate for self execution works	As per latest schedule of rates
		200KVA	316000		
		300KVA	474000		
		500KVA	790000		
		750KVA	1185000		
		1000KVA	1580000		
		1500KVA	2370000		
		2000KVA	3160000		
		3000KVA	4800000		
		5000KVA	8080000		

COMMERCIAL-HT

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LIFT IRRIGATION - HT

- Applicable Tariff - HT-3
 Application Availability - All O&M Sub-division offices /
 CESC Website www.cescmysore.org



Works to be carried out on self execution scheme

Category of Installations	Applicable Tariff	App. Reg. Fee	Initial deposits and other charges		
			Initial Deposit	Supervision Charges	MSD
Govt. Lift Irrigation Schemes/ Societies	HT-3(a) (i)	Rs. 250/-	Rs.180 PER HP	@10% on cost of estimate for self execution works	As per latest schedule of rates
Private L I Schemes /Societies : Connected to Urban/Express feeders	HT-3(a) (ii)		Rs.150 PER HP		
Private L I Schemes/Societies : Other than those fed through Express /Urban feeders	HT-3(a) (iii)		Rs.130 PER HP		

L I SCHEMES - HT

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OTHER INSTALLATIONS-HT



Applicable Tariff - HT-3/HT-4
 Application Availability - All O&M Sub-division offices /
 CESC website www.cescmysore.org

Works to be carried out on self execution scheme

Category of Installations	Applicable Tariff	App. Reg. Fee	Initial deposits and other charges		
			Initial Deposit	Supervision Charges	MSD
Irrigation, Agricultural Farms, Government Horticultural farms and Coffee, Tea plantations.	HT-3(b)	Rs . 250/-	Rs.480 /HP	@10% on cost of estimate for self execution works	As per latest schedule of rates
Residential Apartments and colonies, Applicable to all areas under city Municipal Corporations	HT-4(a)		Rs.1060/ KVA		
Residential Apartments and colonies, Applicable to areas other than those covered under HT-4(a) above	HT-4(b)		Rs.1000/KVA		



STANDARDS OF PERFORMANCE FOR EXISTING CONSUMERS

STANDARDS



MODIFICATION TO EXISTING CONNECTIONS

MODIFICATION

SL No.	Nature of service	Contact	Format No	Max Time of Service
1	Transfer of installation	Soujanya Counter or AEE(Ele) of the Sub-Division	B1 (a)	7 days
2	Change of Tariff		B1 (b)	7 days
3	Surrender of Power Supply		Plain paper	60 days
4	Re-Servicing of installation		Plain paper	15 days
5	Adjustment of advance consumption charges(ACC) (after disconnection of temporary power supply)		Plain paper	45 days
6	Shifting of meter and meter board		Plain paper	10 days

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RECONNECTION CHARGES

SL No	Type of Installation	Rate per Installation
a)	Single phase domestic installations under LT-1&2(a)	Rs 20/-
b)	Three phase domestic installations Under LT 2(a) and single phase commercial & power installation	Rs 50/-
c)	All LT installations with 3 phase supply other than LT - 2(a)	Rs 100/-
d)	All HT & EHT installations.	Rs 500/-



RECONNECTION

TRANSFER OF INSTALLATION CHARGES



SL No.	Type of Installation	Transfer of Installation charges per installation
a)	LT Installations	Rs.100/-
b)	HT Installations	Rs 500/-

INSTALLATION TRANSFER

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RATING / RE-RATING OF INSTALLATION CHARGES



SL No.	Type of Installation	Rating / Re-rating charges per Installation
a)	LT Installations	Rs 250/-
b)	HT installations	Rs 500/-

RATING / RE-RATING

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SHIFTING OF METER BOARD/ METERING CUBICLE (AT CUSTOMER REQUEST WITH IN THE PREMISES)

SL No.	Type of Installation	Rate per installation
a)	LT Single phase supply	Rs100/ -
b)	LT Three phase supply	Rs. 200/-
c)	HT installations.	Rs. 500/-

SHIFTINGS

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READING OF METER ON REQUEST

SL No.	Type of Installations	Rate per Installation
a)	LT Installation	Rs 100/-
b)	HT installation	Rs 250/-



READING OF METERS

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INSPECTION/TESTING OF INSTALLATION



SL No.	Inspection / Testing of Installations	Rate per Installation
a)	Servicing of new installation	No charge for first time.
b)	Subsequent inspection /testing on consumer request. i) Domestic /Non-Commercial lighting/Non Commercial Combined lighting & heating/IP installation and other LT installations. ii) HT installations.	Rs.100/- Rs.200/-
c)	Service charges for conversion of installation, additions and /or alterations to an installation i) LT ii) HT	Rs.100/- Rs.200/-
d)	Charges for temporary disconnection at Consumer request.	Rs .50/

INSPECTION/TESTING

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TESTING OF METERS

(At the instance of the consumer)

SL No.	Type of Installations	Rate per Meter
a)	Domestic / Non -commercial lighting/ Non Commercial combined lighting	Rs.100/-
b)	Any other LT installations.	Rs.200/-
c)	All HT installations	Rs.500/-



TESTING OF METERS

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NON REALIZATION OF CHEQUES



SL No.	Cheque Amount	Dishonour Fee
a)	Up to and inclusive of Rs.10,000/-	5% of the amount subject to minimum of Rs. 100/-
b)	Rs.10,000/- and up to and inclusive of Rs. 1,00,000/-	3% of the amount subject to minimum of Rs.500/-
C)	Above Rs. 1,00,000/-	2% of the amount subject to minimum of Rs.3000/-

CHEQUE DISHONOUR

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FURNISHING CERTIFIED COPIES

SL No	Details	Fee per copy
a)	Contractor's completion-cum-test report	Rs.10/-
b)	Ledger extract per calendar year or part thereof	Rs.10/-
c)	Agreement (other than at the time of service)	Rs.20/-
d)	Details of security deposit held	Rs.50/-
e)	Estimate	Rs.50/-
f)	Any other correspondence relating to LT/HT installation	Rs.10/- per sheet



CERTIFIED COPIES

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DISCONNECTION



Prior Notice	Situation
24 Hours	Refusal to allow CESC authorities or its authorized representative to the consumer premises for official works and inspections.
Without notice	Leakage of current , short circuit, unsafe for life and property, unauthorized extension & theft of electricity.
7 days	Non-payment of electricity bills
7 days	Installation Power factor is less than 0.85
7 days	Customer fails to execute agreement under appropriate category for altered / modified contract demand etc.
7 days	When customer unauthorizedly assigns benefits in favour of another.

DISCONNECTION

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RECONNECTION

Reconnection to be effected with in	Situation
24 hours	Disconnection due to refusal to allow the authorized representative to perform any authorized work after reaching an agreement.
24 hours	Installation disconnected for safety reasons and after declared safe.
24 hours	Installation disconnected for non payment of electricity charges and after payment of the same. (Only temporary disconnected installations)
48 hours	Installation disconnected for non payment of electricity charges and after payment of the same. (Disconnected installations exceeding 2months not exceeding 6months).
24 hours	Payment of penal charges (both BBC and Compounding charges) in compounding of electricity case-first offence only.



RECONNECTION

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CONSUMER COMPLAINTS HANDLING & GRIEVANCE REDRESSAL FORUM



CONSUMER COMPLAINTS HANDLING PROCEDURE

Every Consumer of CESC has a right to expect good service. To serve the consumer better the following Consumer Complaint Handling Procedures [KERC(CCHP) Regulations 2004] are detailed –

Consumers can lodge complaints for the following

- Interruption/Failure of power supply
- Voltage variations
- Load Shedding/Scheduled outage
- Metering complaints
- Billing complaints
- Disconnection and Reconnection complaints
- Additional Load

Other complaints

- Sparks/fire in electrical lines or plants.
- Sag in electrical lines.
- Leaning poles/Structures.
- Tree branches touching lines.
- Construction too close to lines or dangerous to life.

PROCEDURE FOR LODGING COMPLAINTS

- The consumers shall lodge the complaints at the respective designated office of the licensee corresponding to the nature of the complaint giving details as indicated in **Form-A** to these Regulations
- The consumer shall indicate the name, address, RR Number of the installation, along with the brief description of the grievance in his complaint. The complaint can be lodged either in writing or over Telephone or e-mail whichever is possible.
- All the complaints lodged will be registered at the Complaint center/designated office and a complaint number/docket number will be used over phone or in writing as acknowledgement for having registered the complaints. The complaint will be redressed within the stipulated time indicated in **Annexure-I**
- In the event of non-response or inadequate response by the designated office, within the time limit prescribed for rendering the service, the consumer may lodge the complaint with the next higher authority, as indicated in Annexure-I. The Proforma for lodging complaint is as in **Form-B**
- In the event of non-response or inadequate response by the next higher authority of the licensee, the complainant may approach the Consumer Grievance Redressal Forum.
- Complainants whose grievance is not redressed to the satisfaction of consumer in the CGRF such consumer shall approach the KERC Ombudsman.





CONSUMER COMPLAINTS HANDLING STANDARDS

Annexure – I

Nature of Service	Indicative Maximum time limit for rendering service	Primary responsibility centers to lodge Complaints	Next Higher Authority
1. Normal Fuse-off a) Cities and Towns b) Rural areas 2. Line Breakdowns a) Cities and Towns b) Rural areas 3. Distribution Transformer Failure a) Cities and Towns b) Rural areas	Within 6 hours Within 24 hours Within 6 hours (10 hrs if poles are broken down) Within 24 hours in all cases Within 24 hours Within 72 hours	Central Consumer Complaints Division (CCCD) / Service Station of the Sub-Division AE/JE (O&M)/ Section Officer/ Camp Lineman	AEE (Ele) of the Sub- Division

CONSUMER COMPLAINTS HANDLING STANDARDS

Annexure-I

Nature of Service	Indicative Maximum time limit for rendering service	Primary responsibility centers to lodge complaint	Next Higher Authority
5. Voltage Variations a) Where no expansion or enhancement of network is involved b) Where up-gradation of distribution system is required c) Opening of neutral	Within 7 days Within 120 days Within 1 hour Rural areas 24hours	CCCD/Service station of the Sub-Division/ AE(O&M)/JE(O&M)/ Section Officer/Camp Lineman	AEE (Ele) of the Sub-Division
6. Meter Complaints a) Inspect and check correctness b) Replace slow,creeping or stuck meters c) Replace burnt meters if cause not attributable to consumer d) Replace burnt meters in all other cases	Within 7 days Within 10 days Within 7 days of receipt of complaint Within 24 hours of payment of charges by consumer	AE (O&M)/JE (O&M)/ Soujanya counter of the Sub-Division/ Section Officer	AEE (Ele) of the Sub-Division



CONSUMER COMPLAINTS HANDLING STANDARDS



Annexure – I

Nature of Service	Indicative Maximum time limit for rendering service	Primary responsibility centers to lodge complaints	Next Higher Authority
7. Application for additional load			
a) Release of supply Where service is feasible from Existing network.	Within one month of receipt of Application.(as per section 43 of Act)	AEE(E)/AE(T) of the sub-division	EE (Ele) of the Division
b) Release of supply where Network expansion/ enhancement required for providing connection	As specified by the Commission in KERC (Duty of the Licensee to Supply Electricity on request) Regulations 2004.		
c) IP sets	Within 30 days after attaining seniority (The number of new connections shall be limited to the target fixed by the Government for the year)		

CONSUMER COMPLAINTS HANDLING STANDARDS

Annexure – I



Nature of Service	Indicative Maximum time limit for rendering Service	Primary responsibility centers to lodge complaints	Next Higher Authority
8. Transfer of ownership and Conversion			
a) Title transfer of ownership	Within 7 days of receipt of application	AEE(E)/AE(T) of the Sub-division	EE (Ele) of the Division
b) Change of category			
9. Conversion of LT Single phase to LT Three phase. Conversion from LT to HT and vice-Versa	Within 30 days from the date of payment of charges	AEE (E) of the Sub-division	EE(Ele) of the Division

CONSUMER COMPLAINTS HANDLING STANDARDS



Annexure – I

Nature of Service	Indicative Maximum time limit for rendering Service	Primary responsibility centers to lodge complaints	Next Higher Authority
10. Resolution of complaints on consumer's Bills a) Where field report is not required b) Where field report is required	24 hours of receipt of complaint Within 7 days of receipt of complaint	AAO/AE(T) Soujanya Counter of the Sub-Division	AEE (Ele) of the Sub-division
11. Reconnection of supply following disconnection a) Towns and cities b) Rural areas	On the same day Within 24 hours of receipt of payment from consumer	AAO of the Sub-Division AE(O&M)/JE (O&M) Section Officer	AEE (Ele) of the Sub-division

COMPLAINTS HANDLING

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CONSUMER COMPLAINTS HANDLING STANDARDS



Annexure – I

Nature of Service	Indicative Maximum time limit for rendering Service	Primary responsibility centers to lodge complaints	Next Higher Authority
13. Refund of Deposits	Within 60 days after receipt of request	AEE(E)/AAO/SA of the Sub-Division	AEE (E) of the Sub-Division
14. Issue of certificates	On the same day of receipt of application or Request	AAO/SA/of the accounting Unit	AEE (E) of the Sub-Division

COMPLAINTS HANDLING

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FORM-A

CHAMUNDESHWARI ELECTRICITY SUPPLY CORPORATION LIMITED
(To be filled by the customer)



GENERAL COMPLAINTS

To,

The Assistant Executive Engineer(Elec.)
.....O&M Sub Division

Complaint No:.....
Date:.....

FUSE OFF CALLS/GENERAL DISTRIBUTION LINE & TRANSFORMER FAILURE COMPLAINTS

Name of the Customer :
Address :
Land mark :
Contact No :
RR No :
Nature of Complaint (Brief description) :
Nature of Installation :
Date of failure :

Signature of the Customer

FORM B

PROFORMA FOR LODGING COMPLAINT
(With the next higher authority)



Part A (To be filled in by the consumer)

- 1. Name and address of the Consumer
- 2. Consumer Number (RR Number)
- 3. Brief description of the complaint

Signature of the Applicant

Date:

Place:

===== Tear at this line=====

Part-B (To be acknowledged by the Licensee)

Complaint Number:

Date:

- 1. Name of the consumer
- 2. Consumer Number (RR Number)
- 3. Details of complaint:
- 4. Target date to resolve the complaint

Name and Signature of the Official
Designation

Date:

Place:

COMPLAINT PROFORMA

CHAMUNDESHWARI ELECTRICITY SUPPLY CORPORATION LIMITED

FORM-A1

(To be filled by the customer)



To,
The Assistant Executive Engineer(Elec.)

Complaint No:.....

Date:.....

.....O&M Sub Division

BILLING COMPLAINTS

Name of the Customer :

Address :

Contact No :

RR No & Ledger No :

Reading Date :

Present Meter Reading :

- Complaint
- | | |
|--------------------------------------|--|
| a) Request for first Bill | g) Tariff Change |
| b) Bill not issued | h) Abnormal/Subnormal Consumption |
| c) Wrong Meter reading | i) Wrong multiplication Constant |
| d) Arithmetical Errors | j) Inspection / Rating of Installation |
| e) Not Accounting of Paid Amounts | k) Any Other Complaint..... |
| f) Reading error due to Meter Change | |

Copy of the Last Bill enclosed (Not Applicable for (a)) YES/NO

Rating Charges(in case of (j)) Paid Rs.....Rt No.....Date.....

Signature of the Customer/Reperentative

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BILLING COMPLAINTS

CHAMUNDESHWARI ELECTRICITY SUPPLY CORPORATION LIMITED

FORM-BI(a)

(To be filled by the customer)



To,
The Assistant Executive Engineer(Elec .)

Complaint No:.....

Date:.....

..... O&M Sub Division

TRANSFER OF INSTALLATIONS

Name of the Existing Customer :

Address :

Contact No :

RR No & Ledger No. :

Reading Date :

Present Meter Reading :

Name of the Customer :

(To whom the installation to be transferred)

Reason for Transfer :

- Documents Submitted
- | | |
|---|-------------------------------------|
| a)Sale Deed | (b) Agreement |
| c)Copy | (d) Copy of the latest paid receipt |
| e)Consent latter to transfer the deposit. | (f) Any Other document..... |

Transfer Charges Paid Rs.....Rt.NoDate.....

Additional deposits paid Rs.....Rt.No.....Date.....

D11 Charges paid Rs.....Rt.No.....Date.....

Service charges paid Rs.....Rt.No.....Date.....

Signature of the Customer/Reperentative

TRANSFER FORMAT

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CHAMUNDESHWARI ELECTRICITY SUPPLY CORPORATION LIMITED

FORM-BI(b)

(To be filled by the customer)



To,

The Assistant Executive Engineer(Elec.)
.....O&M Sub Division

Complaint No:.....
Date:.....

CHANGE OF TARIFF

Name of the Customer :
 Address :
 Contact N :
 RR No & Ledger No :
 Reading Date :
 Present Meter Reading :
 Existing Nature of Installation & Existing Tariff :
 Nature of Installation & Tariff to be transferred :
 Reason for Transfer :
 Documents Submitted :
 a) Sale Deed (b) Agreement
 c) Copy of the latest Bill (d) Copy of the latest paid receipt
 E) Consent latter to transfer the deposit. (f) Any Other document...
 Transfer Charges Paid Rs.....Rt No.....Date.....
 Transfer Charges Paid Rs.....Rt No.....Date.....
 Additional deposits paid RsRt NoDate
 D11 Charges paid RsRt NoDate
 Service charges paid RsRt NoDate

Signature of the Customer

CHANGE OF TARIFF

FORM-C

CHAMUNDESHWARI ELECTRICITY SUPPLY CORPORATION LIMITED

(To be filled by the customer)



To,

The Assistant Executive Engineer(Elec.)
.....O&M Sub Division

Complaint No:.....
Date:.....

METER COMPLAINTS

Name of the Customer :
 Address :
 Land mark :
 Contact No :
 RR No :
 Nature of Installation :
 Is the Meter : Not recoding / Burnt out / Not properly recording
 Nature of Complaint (Brief description) :
 Date of failure :

Signature of the Customer

METER COMPLAINTS



STANDARDS OF PERFORMANCE

AMOUNT TO BE PAID TO CONSUMERS FOR DEFAULT

Schedule - 1

Nature of Service	Indicative Maximum time limit for rendering service	Amount payable to affected consumer
1. Normal Fuse-off a) Cities and Towns b) Rural areas	Within 6 hours Within 24 hours	Rs.50 in each case of default
2. Line Breakdowns a) Cities and Towns b) Rural areas	Within 6 hours (10 hrs if poles are broken down) Within 24 hours in all cases	Rs.50 to each affected consumer
3. Distribution Transformer Failure a) Cities and Towns b) Rural areas	Within 24 hours Within 72 hours	Rs.50 to each affected consumer

STANDARDS

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STANDARDS OF PERFORMANCE

AMOUNT TO BE PAID TO CONSUMERS FOR DEFAULT

Schedule-1

Nature of Service	Indicative Maximum time limit for rendering service	Amount payable to affected consumer
5. Voltage Variations a) Where no expansion or enhancement of network is involved b) Where up-gradation of distribution system is required c) Opening of neutral	Within 7 days Within 120 days Within 1 hour	Rs.50 in each case of default
6. Meter Complaints a) Inspect and check correctness b) Replace slow, creeping or stuck meters c) Replace burnt meters if cause not attributable to consumer d) Replace burnt meters in all other cases	Within 7 days Within 10 days Within 7 days of receipt of complaint Within 24 hours of payment of charges by consumer	Rs.50 in each case of default



STANDARDS

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STANDARDS OF PERFORMANCE

AMOUNT TO BE PAID TO CONSUMERS FOR DEFAULT



Schedule-1

Nature of Service	Indicative Maximum time limit for rendering service	Amount payable to affected consumer
7. Application for additional load a) Release of supply where service is feasible from existing network. b) Release of supply where Network expansion/ enhancement required for providing connection c) IP sets	Within one month of receipt of Application. (As per section 43 of Act) As specified by the Commission in KERC (Duty of the Licensee to Supply Electricity on request) Regulations 2004. Within 30 days after attaining seniority (The number of new connections shall be limited to the target fixed by the Government for the year)	Rs.200 for each day of default Rs.50 for each day of default in case of LT and Rs.500 for each day of default in case of HT & EHT. Rs.50 for each day of default

STANDARDS

STANDARDS OF PERFORMANCE

AMOUNT TO BE PAID TO CONSUMERS FOR DEFAULT



Schedule-1

Nature of Service	Indicative Maximum time limit for rendering service	Amount payable to affected consumer
8. Erection of Sub-station for release of supply	As specified by the commission in KERC (Duty of the Licensee to supply Electricity on request) Regulations 2004.	Rs.1000 for each day of default
9. Transfer of ownership and Conversion a) Title transfer of ownership b) Change of category	Within 7 days of receipt of application	Rs.50 for each day of default
10. Conversion of LT single phase to LT three phase. Conversion from LT to HT and viceversa	Within 30 days from the date of payment of charges	Rs.50 for each day of default

STANDARDS



STANDARDS OF PERFORMANCE

AMOUNT TO BE PAID TO CONSUMERS FOR DEFAULT

Schedule-1

Nature of Service	Indicative Maximum time limit for rendering service	Amount payable to affected consumer
11. Resolution of complaints on consumer's Bills a) Where field report is not required b) Where field report is required	24 hours of receipt of complaint Within 7 days of receipt of complaint	Rs.50 for each day of default
12. Reconnection of supply following disconnection a) Towns and cities b) Rural areas	On the same day Within 24 hours of receipt of payment from consumer	Rs.50 for each day of default

STANDARDS

STANDARDS OF PERFORMANCE

AMOUNT TO BE PAID TO CONSUMERS FOR DEFAULT

Schedule-1

Nature of Service	Indicative Maximum time limit for rendering service	Amount payable to affected Consumer
13. Payment of Solatium in case of electric accidents Cases where it is established beyond doubt that the accident is not due to the fault of the victim In other cases	Within 7 days without waiting for the report from CEIG Within 30 days after receipt of report from CEIG	Rs.50 for each day of default
14. Refund of Deposits	Within 60 days after receipt of request	Rs.50 for each day of default
15. Issue of certificates	On the same day of receipt of application or Request	Rs.50 for each day of default



STANDARDS



FORM D
APPLICATION FOR CLAIMING STANDARD AMOUNT
BY THE AFFECTED CONSUMER

STANDARDS

1	Name of the Consumer	
2	Address	
3	RR Number	
4	Nature of complaint in brief	
5	Complaint Number	
6	Date & Time of lodging complaint	
7	Date and time the complaint is attended to by the Licensee	
8	Standard time within which the complaint is to be attended to as per Licensees Standards of Performance Regulations	
9	Actual time taken to attend to the complaint	
10	Standard amount to be received as per Licensees Standards of Performance Regulations	

Date:
Place:

Signature

ACKNOWLEDGEMENT
 (To be given by the Licensee)



STANDARDS

Claim Numer:
 Date:
 Name of the Consumer:
 RR Number:
 Claim for standard amount received on date

Signature of the official of the Licensee
with Name, Seal and Date

CONSUMER GRIEVANCE REDRESSAL FORUM



'Consumer complainants whose grievance is not redressed or inadequate response by the officials of the Licensee, such consumer may approach the Consumer Grievance Redressal Forum and Ombudsman thereafter'

Complaint can be filed by :

- A consumer of electricity supplied by the licensee
- Any registered consumer association
- A representative duly authorized by the consumer

The Complaint should be in writing preferably in the Format available with the Licensee. It can also be downloaded from website www.kerc.org. The following are excluded from the purview of the Forum:

- (a) Unauthorized use of electricity as provided under Section 126 of The Electricity Act 2003
- (b) Offences and penalties as provided under Section 135 to 139 of The Electricity Act 2003
- (c) Accident in the distribution, supply or use of electricity as provided Under Section 161 of the Electricity Act

The Forum will pass orders within a maximum period of **SIXTY** days from the date of admitting appeal. The decision of the Forum is final as far as the Licensee is concerned. However the complainant may make a representation against the order of the Forum to the 'Ombudsman'.

CGRF

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CONSUMER GRIEVANCE REDRESSAL PANEL

- CHAIRPERSON - The Chief Engineer, Electricity
O&M Zone, CESC
Aniketana Road, Kuvempunagar, Mysore.
Phone No. 0821-2342164, Mob No:9448994722.
- MEMBER - The General Manager, CESC,
Corporate office, No. 927, L .J.Avenue,
New Kanthraj Urs road, Saraswathipuram,
Mysore-570009.
Phone No. 0821-2417104, Mob No: 9448994704.
- MEMBER - Shri S.G. Vombatkere
Major General (Retd)
Convenor, Mysore Grahaka Parishat, Mysore.
Phone No.0821-2515150, 0821-2515187



CGRF

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OMBUDSMAN APPOINTED BY KERC

- The complainant should make a representation to the Ombudsman within THIRTY days of the receipt of the order of the Forum.
- The Ombudsman shall complete the enquiry and pass a speaking order within TWO months from the date of receipt of the representation.
- The Licensee shall comply with the orders of the Ombudsman.
- The Ombudsman may reject the representation:
- The Consumer can make a representation to the Ombudsman, in Format which is as available with the Licensee (Electricity company). It is also available in the KERC website.

More information can be had at :

Office of Consumer Advocacy
Karnataka Electricity Regulatory Commission
6 & 7 Floor, Mahalakshmi Chambers
9/2, Mahatma Gandhi Road, Bangalore – 560 001
Tel: 91-80-25320213, 214
Fax: 91-80-25320338

RIGHT TO INFORMATION ACT

- RTI Act -2005 has been enacted, to set-out for practical regime of Right to Information for citizens. To secure access of information under the control of public authorities, in order to promote transparency and accountability, in the working of public authority and also the constitution of Central and State Information Commission for monitoring, supervision and administration of Right to Information Act.
- The details of Appellate authorities, Public information officers and Assistant public information offices in CESC is as follows.



Name of the Office	Appellate	PIO	APIO
Corporate Office	Managing Director	General Manager, Supt Engineer (Procurement, Commercial), Controller of Accounts.	Exe Engineer (MIS, Commercial, Procurement), DCA.
Zonal Office	Director Technical	Chief Engineer (Ele)	Supt. Engineer (Ele)
Circle Office	Chief Engineer (Ele)	Supt. Engineer (Ele) of respective circles	Exe. Engineer (Ele) of respective circles
Division Office	Supt . Engineer (Ele) of respective Circle	Exe. Engineer (Ele) of respective division	Asst. Exe. Engineer (Ele) of respective division
Sub division	Exe. Engineer (Ele) of respective division	Asst. Exe. Engineer (Ele) of respective sub division	Asst Engineer Technical



THEFT OF ELECTRICITY & PENALTIES

Theft of electricity is a criminal offence. Theft and pilferage of power by anybody deprives the legitimate share of honest consumers. To fight against the menace of the following dishonest use of electricity join hands with CESC Vigilance authorities as detailed in Annexure - A.

- **Misuse of electricity:** Using unauthorized load, unauthorized extension of power beyond the premises, using of power unauthorizedly other than for which it is sanctioned.
- **Theft of electricity:** Direct tapping of power unauthorizedly from distribution lines, tampering of meters, bypassing of meter etc.

Theft of energy is a criminal offence, discourage tapping of power for social functions and other events without approval of the concerned authority.

PENALTIES FOR THEFT OF ELECTRICITY

- Jail term from 3 months to 5 years
- Fine of Rs 5,000 to 50,000.
- Trail by Special Court.
- Bail only by Special Court/High Court.
- No Power connection for 3 months to 2 years.
- Abettors are also punishable.

Report Power theft to the Vigilance wing.



VIGILANCE WING TELEPHONE DIRECTORY

Annexure-A



Designation	Name	Mobile No.	Office No.	Address	Area
Superintendent of Police	M.Mahadevaiah	9448499964	0821-2342708	Office of the Suptd. of Police, CESC Vigilance, Saraswathipuram Mysore.	CESC
Deputy Suptd. of Police	G.Sangeetha	9448994735	0821-2340454		
Executive Engineer (Ele)	Srikantmurty.B.S	9448994716	0821-2342707		
Police Sub Inspector	Roopashree	9242178829	0821-2429597	CESC Vigilance Police Station, MPL Compound, Sri Harsha Road, Mysore.	Mysore & Kodagu District
Police Inspector	Devadasa Rao	9448994736			
Police Sub Inspector	Anand	9448600499			
Asst. Exe. Engineer (Ele)	H.S.Swamy	9448994737	0821-2448742		
Asst. Engineer (Ele)	Shashidhar	9449598656			
Police Inspector	K.B Jayaram	9448994919	08232-223999	CESC Vigilance Police Station, BM Road, Mandya	Mandya District
Police Sub Inspector	Basavaraju	9902320845			
Asst. Exe. Engineer (Ele)	-	9448994863			
Asst. Engineer (Ele)	Rekha(I/C)	944958657			
Police Inspector	Shaik Hussein	9448994935	08172-233397	CESC Vigilance Police Station, BM Road, Hassan.	Hassan District
Police Sub Inspector	-	9448593032			
Asst. Exe. Engineer (Ele)	-	9448994936			
Asst. Engineer (Ele)	Mallikarjunaswamy	9449598658			
Police Inspector	Marisidda Shetty	9449598689	08226-226609	CESC Vigilance Police Station, Chamarajanagar	Chamarajanagar District
Police Sub Inspector	Ashwatha murthy	9448324746			
Asst. Exe. Engineer (Ele)	M.D. Gururaj	9448994926			
Asst. Engineer (Ele)	-	9449598659			

VIGILANCE WING

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PAYMENT OF POWER BILLS

- CESC appreciate prompt and advance payment of Electricity charges .
It is the duty of every customer to pay the electricity bills on or before the due date to help CESC render better service.
- Delayed payment beyond due date attract interest of 1% per month.
Defaulters in payment of bills stand inconvenience of disconnection of the installation.
- CESC is making every endeavour to ensure that customers are able to pay their bills at convenient collection points either by cheque or cash or even through debit card system, where ever feasible.
- All the collection centers are being computerized for quick service.



Facilities available for payment of Energy bills.

- Cash Counters and cheque collection boxes at all O&M sub divisions.
- Special/Mobile cash counters at non accessible locations.
- ATP Centers at Mysore, Hassan, Mandya & Hunsur.
- Payment through Post offices /Money orders/ Selected Banks.
- Electronic Clearance scheme at selected cites.

PAYMENT OF BILLS

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INTEREST ON DEPOSIT



- Electricity supply company is liable to pay interest on consumer deposits held with the company.
- The rate of interest on security deposit shall be at the bank rate prevailing as on 1st April of the financial year for which interest is due.
- The interest on security deposit for each financial year shall be credited to the consumer's account during the first quarter of the subsequent financial year by way of adjustment towards consumption charges.
- The details of the deposits held and interest thereon shall be furnished to the consumers in the bill during which the interest is adjusted.
- The Additional Security Deposit/Meter Security Deposit collected during the course of the year, interest shall be computed for the months following the month in which such security deposit is collected.
- For new installations, interest shall be computed for the months following the month in which service is provided to the installation.
- The amount of interest on security deposit payable shall be rounded off to the nearest rupees.

SAFETY & PRECAUTIONS

DO'S:

- Always use ISI approved quality materials.
- Install ELCB to avoid electrical shock.
- Always call electrician for electrical repair and checking.
- Get the wiring done by licensed electrical contractor.
- Use rubber gloves, rubber mat while working on electrical equipment.
- Use insulated cutting pliers and tester for handling electrical wires and equipments.
- Always ensure the plug and socket to avoid loose contact and consequently heating and melting.
- Get the installation checked for proper earthing and insulation.
- Use only 3 pin socket.
- No dampness /water leakage near electrical wirings and gadgets.
- Abnormal heat in electrical equipments is an indication of electrical fire.
- Use correct size fuse wires.
- Switch off Power supply whenever you see fire near electrical lines & equipment.
- Inform leakage of current to the CESC Service station.
- Inform dangerous slant poles, sagging lines and snapping of conductors to nearest CESC Service Station.
- Switch off power supply before working on electrical lines and equipments.
- Educate others about safe usage of electricity.



SAFETY & PRECAUTIONS



- Do not touch snapped electrical wires.
- Do not tie animals to electricity poles and guy wires.
- Do not use guy wires provided for electrical poles for drying of clothes.
- Do not energize the fence illegally.
- Do not climb electrical pole.
- Do not build house or grow plants and trees underneath electrical lines.
- Do not cut trees and branches touching electrical lines without informing to electricity people.
- Do not use bare or open joints wires for electrical supply.
- Do not over load the system/ equipment beyond the permissible limits.
- Do not use damaged switches, sockets, wires or Substandard equipments in electrical connections.
- Do not touch a person with bare hands who is in contact with electrical supply.
- Do not build open balconies /windows close to electrical lines.
- Do not use unearthed electrical equipments.
- Do not allow layman to handle the electrical wiring/equipments.
- Do not throw water on electrical lines or equipments in case of fire without switching off power supply.
- Do not replace the fuse wire without knowing the cause.
- Do not disturb /tamper the Metering equipments or seals provided to the them.

ENERGY SAVING MEASURES

- Turn off electrical gadgets when not required.
- Use natural sun light and avoid artificial light.
- Use energy saving lamps like LED and CF lamps.
- Use frost free refrigerators, automatic geysers, star rated air conditioners, energy saving electrical equipments.
- Energy efficient irrigation pump sets.
- Use solar lights and heaters wherever feasible.
- Use frictionless pipes & motors .
- Avoid loose connections/ jumps, red hot joints, sparking or arcing in lines and equipment.
- Use time switches for street lights and advertisement display boards.
- Provide Power Saving devices to electrical gadgets when not in use.
- Use of gradient flow water supply techniques in place of electrical pumping,
- Demand Side Management techniques to eliminate high cost power purchase costs.
- Stop under /over loading of lines, transformers and equipments.
- Encourage usage and production of non-conventional energy/wind energy/solar energy.



ACCESS TO INFORMATION



- All information about the CESC, its schemes, policies and issues of general interest is available on the CESC website www.cescmysore.org.
- For more details on supply of electricity 'Conditions of Supply of electricity of distribution Licenses in the state of Karnataka issued by KERC published in the GoK Gazette, is available at CESE offices.
- Tariff, applications, procedures, instructions etc ; are available in all Sub-Divisions / Divisions/circles/zonal office & Saujanya counters of CESC
- Further details please refer
Electricity Tariff 2010
The Indian Electricity Act 2003
KERC orders (website : www.kerc.org)
Published from time to time

TELEPHONE DIRECTORY

Office	Designation	Name	Mobile No.	Office No.
Corporate Office	Managing Director	Dr. P. Boregowda	9448499988	0821-2417101
	Director Technical	B. Bhagya Naik	9448994701	0821-2417102
	General Manager (HRD)	-	9448994704	0821-2417104
	Financial Adviser	A. Shivanna	9448994702	0821-2417106
	Controller of Accounts(I/A)	Ramesh	9448994703	0821-2417103
	Deputy Controller of Accounts (Finance)	Prakash.S	9448994707	0821-2417105
	Controller of Accounts	Ramaswamy	9448499929	-
	Deputy Controller	Basavaraj	9448499931	-
Zonal Office, Mysore	Chief Engineer, Electy.,	M.Shanthi	9448994722	0821-2342164
	Controller of Accounts	A.N.Manjunath	9448994723	0821-2342168
Mysore work Circle Office : FAX : 0821-2477467				
Work Circle , Mysore	Superintending Engineer	Vairamudi.B	9448994733	0821-2462131
	Deputy Controller of Accounts	Nagaiah	9449598534	0821-2462134
City Area Division, Mysore	Executive Engineer	N. Narasimhe Gowda	9448994740	0821-2449996
	Accounts Officer	Chennabasave Gowda	9449598556	0821-2422850



TELEPHONE DIRECTORY



Office	Designation	Name	Mobile No.	Office No.
Central Sub-Division	Asst Exe Engineer (Ele)	Lokesh.L.	9448994741	0821-2421902
NRM S/D-1	Asst Exe Engineer (Ele)	Chikkachallaiah	9448994742	0821-2456201
NRM S/D-2	Asst Exe Engineer (Ele)		9449598621	0821-2456201
Chamundipuram S/D	Asst Exe Engineer (Ele)	B.S.Ramesh	9448994745	0821-2488400
ACAD	Executive Engineer (Ele)	K.M.Munigopalraju	9449598644	0821-2416380
	Accounts Officer	K.V.Sridhar	9449598595	0821-2416016
Kuvempunagar-1 S/D	Asst Exe Engineer (Ele)	H.M. Srikantaiah	9448994743	0821-2540933
Kuvempunagar-1 S/D	Asst Exe Engineer (Ele)	Sridhar Nayak	9448994596	0821-2560802
V.V.Mohalla	Asst Exe Engineer (Ele)	Sunil Kumar	9448994744	0821-2513978
Hootgally	Asst Exe Engineer (Ele)	Raju	9449598639	0821-2404922
RAD	Executive Engineer (Ele)	Srinivas Murthy.N	9448994781	0821-2489319
	Accounts Officer	Suresh -	9449598557	0821-2489320
Nanjangud S/D-1	Asst Exe Engineer (Ele)	P.Rangaswamy	9448994797	08221-225551
Nanjangud Rural S/D	Asst Exe Engineer (Ele)		9449598630	08221-224311
T.Narsipura S/D-1	Asst Exe Engineer (Ele)	Roopesh.M.C	9448994790	08227-262040
T.Narsipura S/D-2	Asst Exe Engineer (Ele)		9449598536	08227-260208

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Office	Designation	Name	Mobile No.	Office No.
Mysore O&M Circle Office : FAX : 0821-2364257				
O&M Circle, Mysore	Superintending Engineer	Md. Ghouse Shariff	9449598533	0821-2420850
	Deputy Controller of Accounts	Venkatesh	9448994734	0821-2434777
Hunsur Division	Executive Engineer (Ele)	G.L.Chandrashekar	9448994805	0821-252209
	Accounts Officer	Basavaraju	9449598558	0821-251728
	Accounts Officer (I/A)	Amir Jaan	9449598648	0821-252209
Hunsur S/D	Asst Exe Engineer (Ele)	Kumar	9448994806	08222-252056
Periyapatna S/D	Asst Exe Engineer (Ele)	Kaleem Ahmed	9448994818	08223-274228
K.R.Nagar S/D	Asst Exe Engineer (Ele)	Maheshkumar.G.M	9448994823	08223-262933
H.D.Kote S/D	Asst Exe Engineer (Ele)	Madesh	9448994814	08228-255331
Chamarajnagar Division	Executive Engineer (Ele)	Umesh B S	9448994864	08226-222119
	Accounts Officer	B.L Srinivas Murthy	9449598561	08226-225010
C.H.Nagar S/D	Asst Exe Engineer (Ele)	Anand.C.S	9448994865	08226-222189
C.H.Nagar Rural S/D	Asst Exe Engineer (Ele)	Hannuappa	9449598685	08226-222189
Gundlupete S/D	Asst Exe Engineer (Ele)	Ramaswamy	9448994885	08229-222432
Kollegala Division	Executive Engineer (Ele)	R.S.Raju	9449598636	08224-253230
Kollegala S/D	Asst Exe Engineer (Ele)	M Ankaiah	9448994875	08224-252312



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Office	Designation	Name	Mobile No.	Office No.
Hanur S/D	Asst Exe Engineer (Ele)	Chidananda	9448994881	08224-268846
Yalandur S/D	Asst Exe Engineer (Ele)	Shankar.A.M	9448994873	08226-240042
Madikeri Division	Executive Engineer (Ele)	Divakar D.J	9449598601	08272-224701
	Accounts Officer	B.V.Gangadhar	9449598559	08272-222665
Madikeri S/D	Asst Exe Engineer (Ele)	Pradeep	9449598602	08272-225906
Gonnikoppal S/D	Asst Exe Engineer (Ele)	Rangaswamy P	9449598607	08274-247088
Kushalnagara S/D	Asst Exe Engineer (Ele)	Pradeep	9449598538	08276-274408
Mandya Circle Office : FAX: 08232- 223240				
Mandya Circle	Superintending Engineer	Shivprasad	9449598633	08232-223190
	Deputy Controller of Accounts	T.G. Moorthy	9449598634	08232-221677
Addl Mandya Division	Executive Engineer (Ele)	N. Durgappa	9448994730	08232-225301
	Accounts Officer	G.Padmavathi	9448499943	-
City S/D	Asst Exe Engineer (Ele)	Subbanna	9448994829	08232-229644
RSD-1	Asst Exe Engineer (Ele)	K.S.Raghu	9448994835	08232-221321
RSD-2	Asst Exe Engineer (Ele)	Shivakumar.K.N	9448994839	08232-222680
Mandya Division	Executive Engineer (Ele)	Smt Ushapadma	9448994828	08232-224685
	Accounts Officer	Shivanna K S	9449598562	08232-239224
Maddur S/D-1	Asst Exe Engineer (Ele)	Ananthamurthy	9448994845	08232-232015
Maddur S/D-2	Asst Exe Engineer (Ele)	Neelakantapa N.C.	9448994850	08232-236255

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Office	Designation	Name	Mobile No.	Office No.
Mallvalli S/D-1	Asst Exe Engineer (Ele)		9448994856	08231-244999
Mallvalli S/D-2	Asst Exe Engineer (Ele)	Srikanth	9448994859	08231-242852
Pandavpura Division	Executive Engineer (Ele)	J Shivaprasad	9448994893	08236-255390
	Accounts Officer	Gopalaiiah.H	9449598564	08236-256458
Pandavpura S/D	Asst Exe Engineer (Ele)	Parameshwarappa	9448994894	08236-255110
S.R.Patna S/D	Asst Exe Engineer (Ele)	Chikkasiddegowda	9448994901	08236-252872
K.R.Pete S/D-1	Asst Exe Engineer (Ele)	Somaraj (I/C)	9448994910	08230-263152
K.R.Pete S/D-2	Asst Exe Engineer (Ele)	Somaraj	9449598660	-
Nagmangala Division	Executive Engineer (Ele)	S Venugopal	9448994727	08234-286946
	Accounts Officer	Mahadevappa (I/C)	9448499945	08234-286946
Nagmangala S/D	Asst Exe Engineer (Ele)	Shashidar (I/C)	9448994906	08234-286045
Bellur S/D	Asst Exe Engineer (Ele)	Shashidar(I/C)	9449598641	08234-286045
Hassan Circle Office : FAX: 08172-233855				
Hassan Circle	Superintending Engineer	D.Narashimhamurthy	9448994933	08172-260368
	Deputy Controller of Accounts	H.I.Angadi	9448994934	08172-251736
Hassan Division	Executive Engineer (Ele)	Keshavamurthy.M.S	9448994938	08172-268749
	Accounts Officer	H.P.Rangaswamy	9449598565	08172-260598
City Sub-Division	Asst Exe Engineer (Ele)	B.T. Latha	9448994944	08172-268829
RSD-1	Asst Exe Engineer (Ele)	Eshwarappa	9448994945	08172-263155



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Office	Designation	Name	Mobile No.	Office No.
RSD 2 -	Asst Exe Engineer (Ele)	B.T. Anitha	9449598675	08172-23188
Sakleshpura S/D	Asst Exe Engineer (Ele)	Tulasi prasad	9448994957	08173-249146
Alur S/D	Asst Exe Engineer (Ele)	Vajrakumar.H.D . (I/C)	9448994954	08170-228233
Belur S/D	Asst Exe Engineer (Ele)	Tulasi prasad	9448994950	08177-222223
C.R.Patna Division	Executive Engineer (Ele)	Subramanya	9448994961	08176-252439
	Accounts Officer	Surendra D S	9449598563	08176-256466
C.R.Patna S/D	Asst Exe Engineer (Ele)	B.C.Naveen	9448994962	08176-255644
Nugehalli S/D	Asst Exe Engineer (Ele)	Balaji.K	9448994967	08176-233020
Arsikere Division	Executive Engineer (Ele)	H G Sathya narayan	9449598643	08174-234810
	Accounts Officer	I.J. Rajashekar	9448499941	08174-233113
Arsikere S/D	Asst Exe Engineer (Ele)	Manjunath	9448994973	08174-233607
Banavara S/D	Asst Exe Engineer (Ele)	Ganesh	9448994979	08174-235695
Gandasi S/D	Asst Exe Engineer (Ele)	Manjunath	9449598662	08174-220138
H.N.Pura Division	Executive Engineer (Ele)	Shivakumar S C	9448994983	08175-273833
	Accounts Officer	Shivakumar I/C	9449598578	08175-273833
H.N.Pura S/D	Asst Exe Engineer (Ele)	Manjagowda.K	9448994984	08175-272791
Saligrama S/D	Asst Exe Engineer (Ele)	Ranganath Babu	9448994995	08223-283800
Arakalagud S/D	Asst Exe Engineer (Ele)	Shiva kumar	9448994990	08175-220243
Ramanathpura S/D	Asst Exe Engineer (Ele)	Gokul	9449598637	08175-291488
Hangarahally S/D	Asst Exe Engineer (Ele)	Manjagowda(I/C)	9449598638	08175-265000

TELEPHONE DIRECTORY

CCCD/SERVICE CENTERS TELEPHONE DIRECTORY

TELEPHONE DIRECTORY

CCCD/ SERVICE CENTERS	Location	Area	Toll free nos	Ph. Nos.	Mobile No.
CCCD MYSORE	MPL Compound Mysore	All area coming under CESC	1800 4251916	0821 -2523333, 34, 35,36,37	9448994777, 888,999
CHAMRAJNAGAR (CCCD/SERVICE STATION)	B Rachaiah Double Road, Chamarajnar.	Chamarajnar District	1800 4251915	08226-225038	9449598686
HASSAN (CCCD/SERVICE STATION)	Kaveri Comfort B.M.Road, Hassan	Hassan District	-	08172-250125	9449598677
MANDYA (CCCD/SERVICE STATION)	CEC B.M.Road Mandya	Mandya City Only	1800 4251913	08232-225995	9449598655



SERVICE STATION NUMBERS



SERVICE STATION	PABX	Office Phone No.	Mobile No.
CENTRAL	233	0821-2420852	9448994833
MANDI	244	0821-2520102	-
SIDDARHTH	226	0921-2472846	-
STRELING	288	0821-2480900	9448994899
KUVEMPUNAGAR	266	0821-2560211	9448994866
N.R.MOHALLA	255	0821-2455784	9448994855
JALPURI	317	0821-2476105	-
THILAKNAGAR	315	0821-2496777	-
UDAYAGIRI	316	0821-2452800	-
V.V.MOHALLA	277	0821-2510702	9449598599
METAGALLY	286	0821-2581570	-
VARUNA RURAL	-	0821-2599674	9448994833
YELWALA	-	0821-2402853	
HOOTAGALLY	-	0921-2404922	
BOGADHI	-	0821-2343711	-
JAYAPURA	-	0821-2595844	-
KADKOLA	-	0821-2596800	-
N.R.MOHALLA,RURAL	314	0821-2457540	9448994789
HUNSUR	-	08222-252056	
H.N.PURA		08175-274213	274213(FAX)



CESC



MAP



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