



BANGALURE ELECTRICITY SUPPLY COMPANY LIMITED

**Corporate Office
K.R Circle
Bangalore 560 001**

Date: 17/01/2014

Press Release

Sub: Billing Complaints Redressal Day

In order to resolve consumer complaints pertaining to faulty and excess billing, BESCOM has decided to observe every Saturday as **BILLING COMPLAINTS REDRESSAL DAY**.

Consumer grievances such as non-issue of bill by Meter Reader/delay in migration of new connection cases in to system/wrong or non-assignment of Meter Reader code or other data entry errors/delay in updating the meter change/carelessness in meter reading/non-checking of abnormal and subnormal reports/wrong or non-posting of payments will now be addressed with the zero tolerance.

It has been observed by the management that among the total number of received complaints, 90% of the complaints are contributed by non-issue of bills or excess bills. It is also noted that there is also increase in pendency of billing related complaints beyond stipulated period.

To ease billing related grievances punctually BESCOM has decided to observe **every Saturday** as Billing Complaints Redressal Day, where all the billing complaints shall be resolved and brought to zero on the same day. In this perspective following steps are being taken:

1. Bill correction drive will be taken up on every Saturday between 11am to 2pm.
2. The senior officers of BESCOM including CEs/SEs of the Circles will be present in their respective Sub divisions where complaints are maximum.
3. Top 10 Sub division where billing complaints are high, one representative from M/s to Infosys will be present along with an Officer from Corporate Office.
4. The SDOs will call the consumers who had registered complaints through SMS/Email
5. All the billing related complaints will be disposed-off on the same day.
6. This bill correction drive will be open for all the consumers who have bill related complaints.

BESCOM requests its consumers who have billing related complaints, to visit Sub division offices on Saturday and make best use of Billing Complaint Redressal system.

B.L Guruprasad
Director Finance
Bescom