

GOVERNMENT OF KARNATAKA

No. ENERGY 111 PSR 2020

Karnataka Govt. Secretariat,
Vikasa Soudha,
Bangalore, dated: 03.04.2020.

CIRCULAR

Sub: Directions to ESCOMs regarding Meter reading, Billing, and Collections.

Ref: Energy Department, GoK Press Note dtd. 03.04.2020.

The Government of India / Government of Karnataka have taken various measures against the spreading of COVID-19 and the entire country, including Karnataka, is under lock down till 14th April 2020. Due to the lock down, the Consumers are unable to pay their electricity bills to the Distribution Companies (Discoms). This has affected the liquidity position of the Discoms thereby impairing their ability to pay to the generating and transmission companies. In this context, Government of India has approved some relief for power sector vide MoP, GoI letter dated: 28.03.2020, such as reduced rate of Late Payment Surcharge (LPS).

The ESCOMs day-to-day expenses, majority of which being power purchase dues to the generators, are met out of day-to-day revenue collections from consumers. If the payments from consumers are delayed, ESCOMs will find it difficult to pay the generators for power purchase and to manage the day-to-day activities. It may become extremely difficult to provide uninterrupted power supply to the consumers.

In view of the above, the ESCOMs are directed to follow the following methods as regards to the billing and collection for the month of April-2020.

A. Monthly bill generation and distribution to the consumers:

1. Average bill or previous months bill may be generated in the system for all the consumers.
2. Sending the bills to the consumers through mail / whatsapp / SMS with existing data base.


B. Advise the consumers for making payment of bills by utilizing the following modes:

- i. To call 1912 (24x7 Helpline) and inform their account IDs and mobile number for obtaining the bill copies through mail / whatsapp / SMS etc.
- ii. To register in the respective ESCOMs mobile App to get the bill details.
- iii. To register online in respective ESCOMs website to get the bill details.
- iv. To contact respective Sub-division offices and get the bill details.
- v. To pay the electricity bills at the Sub-divisional cash counters or through the following online / digital modes:
 - Online payment in ESCOMs website.
 - Karnataka One Website / App.
 - BBPS payment – All banks debit card, credit card and internet banking, wallet payment, UPI payments, Pay U App.
 - IMI Mobile App.

This method is only a one time measure for the current month keeping in mind the COVID-19 regulations in place and for safety of our consumers. Regular meter reading, billing and collection activities shall be made as before from 01.05.2020 onwards and any difference in the average bill and the actual reading may be adjusted in the following month's bill.

Above instructions shall be followed scrupulously by following all safety and precautionary measures like providing mask, sanitizer, hand gloves, social distancing etc without fail.

In this regard, the copy of Press Notification issued by GoK is herewith enclosed and necessary Press Notification may also be issued from the ESCOMs in the larger interest of the consumers.


(N. Mangalagowri)

Under Secretary to Govt.
Energy Department.

To:

The Managing Director, Bescom, Mescom, Hescom, GESCOM and CESC.

Copy to:

1. The P.S to Secretary, Ministry of Power, GoI, Shram Shakthi Bhavan, Rafi Marg, New Delhi.
2. The P.S to Chief Secretary to Govt. of Karnataka, Vidhana Soudha, Bangalore.
3. The P.S to Additional Chief Secretary to Hon'ble Chief Minister of Karnataka, Vidhana Soudha, Bangalore.
4. The P.S to Additional Chief Secretary to Finance Department, Vidhana Soudha, Bangalore.
5. The P.S to Additional Chief Secretary to Govt., Energy Department, Vikasa Soudha, Bangalore.
6. The Secretary, KERC, No.16 C-1, Miller Tank Bed Area, Vasantha Nagar, Bengaluru-560052.
7. The P.S to Managing Director, KPTCL/KPCL/PCKL/KREDL.
8. The P.S to Joint Secretary, Energy Department, Vikasa Soudha, Bangalore.
9. File.