

FAQ (Frequently Asked Questions)

Q1. What are the services available in Consumer Portal?

Ans. The services provided in this Portal are :

- Account Summary
- View /Pay Bill
- Consumption History
- Consumption Calculator
- Billing and Payment History
- New Connection
- Service Request/Complaints

Q2. How to Register online?

Ans. Click on "Customer registration" link. Enter the details to register.

Q3. What should I do for Forgot Password?

Ans. Click on "Forgot Password" link and follow the steps.

Q4. What should I do if trouble in login or User ID has been locked?

Ans. Click on "Forgot Password" link and follow the steps.

Q5. How to make a Payment online?

Ans. There are 2 options:

- 1) For Quick Payment: User needs to click on "Online Payment". No Registration is required. Registered Users can also avail this Facility
- 2) For Registered Users: Login and make the payment in the dashboard link.

Q6. Can I make advance Bill Payment?

Ans. Yes. Advance Bill Payment Option is Available. Please enter the desired Amount in the Free Text Field.

Q7. How to get Payment Receipt online?

Ans. A Printable Acknowledgement would be available on completion of Payment.

Q8. How to check my Historic Bill details?

Ans. The Historic Bill details can be obtained by visiting Payment history

Q9. How to file Complaints/Consumer Grievance?

Ans. Go to <http://www.cescmysorepgrs.com/> and register compliant or grievance.

Q10. How can I know my Complaint status?

Ans. Go to <http://www.cescmysorepgrs.com/> and click on Track your Compliant link.

Q11. How do I apply for a New Connection online?

Ans. After Login in the portal there is detailed description how to apply for new connection.

Q13. What will happen if I type a wrong e-mail ID?

Ans. Kindly take care to correctly type the e-mail ID. If typed wrongly, the Automatic Confirmation e-mail won't get delivered.

Q14. I have not received the confirmation e-mail?

Ans. You may have typed a wrong e-mail ID. The e-mail would bounce in such a scenario, and the Registration details would get cancelled.

Q15. What shall I do if Receipt ID is not generated/Error Page is displayed?

Ans. After a successful transaction, if Error Page is displayed, instead of the Receipt ID, kindly check whether your Bank Account is already debited with the Amount of the earlier transaction, before attempting to pay again, for the same Account ID. If debited, please do not attempt to pay again for the same Account ID. The receipt would be sent to your Email ID, within reasonable time, after receiving confirmation from the Bank. The Receipt can also be viewed in the Payment Report in your Login.

Q16. Do I have to Register multiple times for multiple accounts?

Ans. Registration is required, only to avail the Additional Services, like to View Historic Consumption, Bill and Payment details, besides online Payments and other Service Requests. For each Account ID, User has to Register separately.

Q17. What are RR No. and Account ID?

Ans. RR No. is the power supply connection number, painted on the meter board. This is also Printed on the monthly Electricity Bills.
Account ID is a 10 Digit Unique No., and should be used by the User for all future communication with the Utility. It is Printed on the Electricity Bills, and should be used for Registering to the Consumer Portal.

Q18. What do I do when I get an error message displaying "Account ID already registered? Contact Customer Care in case of any issues."?

Ans. The Consumer Portal has already Registered the Account ID and therefore shows this message. Kindly contact Customer Care.

Q19. Can I update My Profile?

Ans. Yes, Logged-in user can be updated Phone Number and e-mail ID.

Q20. Can I change my User ID and Password both?

Ans. Yes. The user can change User ID and Password both by clicking on the My Profile -> Change Credentials link. After successful submission of the page, the user can use the changed credentials at the next log-in.

Q21. Common Errors that user might encounter:

- a. Session expired please login again
- b. No Bill details available
- c. An application error has occurred. Please contact Customer Care or try later
- d. The page cannot be displayed
- e. Server error in /Web application. The resource cannot be found (HTTP 404)
- f. The webpage cannot be found (HTTP 400)
- g. Internet explorer cannot read the webpage format (HTTP 406)
- h. The website is too busy to show the webpage (HTTP 408 or 409)
- i. The website cannot display the page (HTTP 500)

Ans. Common errors explained:

- a. User is idle for a long time (20 minutes)
- b. Bill Details unavailable for the particular user for the specified inputs
- c. Application Services having network problems
- d. Services are not hosted
- e. The particular requested page is not present
- f. The website address is typed incorrectly
- g. IE is able to receive information from website but cannot display due to formatting issues.
- h. Many people are requesting the same webpage at a time. Try later
- i. Can happen due to website maintenance

Q22. Can I blog on this website?

Ans. No, blogging is not supported on this website.

Q23. What is the procedure of Billing?

Ans. The Bills are issued on a monthly basis, across the State of Karnataka, for domestic, non-domestic, industrial and Agricultural consumers. The Payment of Bills is to be made as per the Due Date Printed on the Bills.

Q24. How authentic is the data on the website?

Ans. Since the data being published on website through proper publication mechanism, the data would be authentic else utility would be held responsible for the lapses.

Q25. Can I raise Disconnection request online? Can I withdraw a New Connection application?

Ans. Yes, Disconnection Request can be raised Online. No, New Connection Request cannot be Withdrawn Online.

Q26. What is the procedure for Tariff Change?

Ans. Kindly raise a service request with category Tariff Change, Only if all dues have been cleared.

Q27. Can I download New Connection application form from the Consumer Portal?

Ans. YES.

Q28. Can I obtain separate service connection for the different floors of my residential building?

Ans. Yes, this facility has been provided by the Utility.

Q29. How can I know the status of my New Connection service application?

Ans. You can track the status by entering the Request ID in New Connection tracker page.

Q30. How much time it takes for obtaining a New Connection service?

Ans. •Tatkal Connection: 8 days for after filing of complete documents
• Normal connection: 1 Month where no extension of distribution main is required or no new substation is required
• For cases involving extension of distribution mains it is as below table:

Low Tension (LT) supply	45 days
11KV supply (HT)	60 days
33KV supply (HT)	90 days
Extra High Tension (EHT) supply	180 days

• For cases where erection of new substation is needed, there are different timelines and this depends on the Regulatory approval

Q31. What is the procedure for Load Change?

Ans. Kindly raise a service request with category as Load Change, only if, all dues have been cleared.

Q32. How to check one's consumption?

Ans. The consumption depends on the capacity of the appliances and period for which it is in use. Consumption History and Consumption Calculator services would help the User to understand estimated consumption.

Q33. Is there any limit for online Payment of Electricity Bills?

Ans. Yes, the amount should be more than Rs. 10.

Q34. What is the need of Guardian Name in New Connection?

Ans. Guardian Name is applicable in case of Minor applicant only.

Not applicable in our case

Q35. When and where I can remit the fee, deposits and other charges for obtaining a service connection?

Ans. You can pay only Registration Fee through Consumer Portal, at the time of raising New Connection request

Q36. Who all are eligible for obtaining service connection without remitting cost for effecting service connections?

Ans. It is as per below table:

Application Type	LT
Power Supply Required For	KJ/BJ – LT1 Special Schemes

Q37. If I raise a service request from the utility office, would it be getting reflected on Consumer Portal?

Ans. Yes, the details would be available on Consumer Portal.

Q38. How many service requests can I view at a time?

Ans. One at a time

Q39. What are online payment instructions to user?

Ans. 1) Utility in its continuous endeavor to improve consumer services, has tied up with multiple payment gateways, to offer a simple, convenient and a secured way of making payment of electricity Bills online.
2) A consumer who wishes to make online payment may or may not register
3) On completion of a successful transaction, an acknowledgment would get generated by the Payment Gateway and print option would also be available.

Q40. How do I get to know about the successful transaction?

Ans. Once the payment is done successfully, confirmation message would be displayed on the screen, and also there is a provision to print the acknowledgement.

Q41. Should I use only specific Bank Credit Card/Debit card?

Ans. No, you may use VISA & Master Card of any Bank.

Q42. Can I pay bill for multiple Account IDs in one transaction? Can I pay for owner / tenant / relative / friends?

Ans. No.

Q43. Should I have to print the e-receipt every time?

Ans. There is no need to print the e-receipt every time. It is only for the purpose of record. Historic payment details can be viewed within Payment History, in your login ID.

Q44. How can I clarify my doubts about online payments?

Ans. You may contact Customer Care.

Q45. Would the excess amount debited be refunded?

Ans. No. excess amount paid would not be refunded; instead same would be adjusted to the next month's electricity Bill.

Q46. Can I map multiple Account IDs with my User ID?

Ans. Yes.

Q47. What is ASD?

Ans. "ASD" means Additional Security Deposit as specified under Clause 6 of K.E.R.C. (Security Deposit) Regulations, 2007. Notified in Karnataka Gazette dated 11.10.2007. All the Consumers shall at all times maintain with the Licensee an amount equivalent to fixed charges/demand charges plus energy charges corresponding to consumption for two months (2 MMD) in case of monthly billing and three months (3 MMD) in case of bi-monthly billing as Security Deposit towards the electricity supplied/to be supplied to them against any default in payment during the period the Agreement for supply of energy is in force.