

APPENDIX

REVIEW OF COMPLIANCE OF COMMISSION'S DIRECTIVES

The Commission, in its Tariff Order dated 4th April 2022, and the earlier Tariff Orders, has issued several Directives. The Commission has been reviewing the compliance thereof, on a regular basis. In the present proceedings also, the Commission has reviewed the compliance to the Directives. The Commission decides not to pursue few of the Directives which were dropped in the earlier Tariff Order as they are routine and the HESCOM is attending to them. The Commission besides reviewing the existing directives, decides to elaborate and clarify them for continued compliance. The same are discussed below:

New Directives:

1. Linking of RR numbers to Aadhaar Numbers of IP sets having a sanctioned Load of 10 HP & Below:

The Commission hereby directs all the ESCOMs to take up a drive to obtain and link the RR Numbers to Aadhaar Numbers, in respect of all the IP set Installations of 10 HP & below. The ESCOMs shall complete this task within six months from the date of issue of this Order. In case the ESCOMs fail to link the RR numbers to Aadhaar Numbers, the Government shall not release subsidy in respect of such installations.

2. Setting up of Web Portal for Monitoring PPAs and payment of Power bills to the Generators:

The Commission has noticed that the ESCOMs are not maintaining the details of Power Purchase Agreements (PPAs) to monitor the term of PPA, implementing the tariff in accordance with terms & conditions of PPA and other terms as approved by the Commission from time to time.

Further, it has also come to the notice of the Commission that payment to generators against power purchase bills submitted by them, are not properly monitored to ensure timely payment of power purchase bills. This has resulted in abnormal delay in settling the generator's bill necessitating payment of Late payment surcharge (LPS). This is also giving room for increased litigations.

In view of the above facts, all the ESCOMs are hereby directed to set up a Web Portal for implementing the following activities:

- a. Creating complete database of all the executed PPAs, approved by the competent authorities and updating the data on a regular basis.
- b. On line payment of power purchase bills:
 - i) All the generators shall mandatorily upload their power purchase bills payable by the ESCOMs, on the web portal created by the respective ESCOMs.
 - ii) The ESCOMs shall arrange to pass the bills and make online payment through digital transfer of money and post the payment details on the Web Portal.

The above Directive shall be implemented within a timeframe of three months from the date of this Order.

1. **Non-compliance of this Directive will attract action under the provision of the Electricity Act, 2003 as amended from time to time. Existing Directives:**
1. **Issue of No Objections Certificates(NOC) for Wheeling and Banking facility to Open Access Consumers/ Captive generators:**

The Commission had observed that in the matter of issue of No Objections Certificates(NOC) for Wheeling and Banking facility to Open Access Consumers/ Captive generators, the KPTCL/SLDC/ ESCOMs are not adhering to the time frame prescribed by the Commission as per the KERC (Open Access) Regulations, 2004, as amended from time to time. As a result of the delay, substantial quantum of energy is being wheeled/ banked to the transmission/

distribution network under the provisions of 'deemed approval for the W & B facility'. The energy so wheeled/ banked remains unpaid and the generators are made to indefinitely wait for payment and ultimately they are filing petitions before this Commission for settlement of their claims.

Since the energy is wheeled/ banked from RE sources which are having must run status, any delay in giving NOC for wheeling / banking facility or non-payment of the charges for the deemed approved W & B is not justifiable. Whereas, timely action in clearing NOC for W & B facility would avoid all the complications/ litigations in the matter.

Compliance by the HESCOM:

HESCOM is issuing concurrence/ No Objection Certificate for Wheeling & Banking facility to Open Access Consumers/ Captive Generators as per time line stipulated in the Terms and conditions of Open Access Regulations- 2015 (Third Amendment), duly verifying all the technical details such as installation of energy meter with ABT features, details of arrears, share holding pattern etc., for Captive/ Group Captive category.

Commission's views:

The Commission would like to draw the attention of HESCOM to third amendment to KERC (Terms and Conditions for Open Access) Regulations, 2015, and KERC (Terms & Conditions for Green Energy Open Access) Regulations, 2022, wherein the regulations prescribed time line for approval of Open Access. Hence, HESCOM is directed to define the responsibility centres and fix definite timelines at each of the processing stages, within the time line as per the Regulations.

Though the Commission in the Tariff Order 2022 had directed to submit compliance to this Directive within two months from the date of issue of the Tariff Order, however, it is noted that the HESCOM has not furnished the details.

Further, the Commission notes that the report does not indicate the details of applications received, disposed of and balance, if any in particular, to confirm that the directives of the Commission have been complied with, in letter and spirit. In the absence of the details, it is not known how HESCOM is monitoring the compliance.

Hence, the Commission reiterates its directive that HESCOM shall ensure the issue of No Objection Certificates (NOC) for Wheeling and Banking facility to Open Access Consumers/Captive Generators within time frame prescribed by the Commission as per relevant Regulations.

The Commission desires that, HESCOM shall furnish the details of applications received, NOC issued within the time frame and details of NOCs issued after the timeline, duly giving reasons for the delay. HESCOM shall also ensure that for any deliberate delay in issue of No Objection Certificates (NOC) by respective officers, suitable action is taken against the concerned.

Compliance of this Directive may be reported within two months from the date of issue of this Tariff Order.

2. Directive on conducting Consumers' Interaction Meetings (CIM) in the O & M sub- divisions for redressal of consumer complaints:

The Commission, had directed that the HESCOM shall ensure that Consumer Interaction Meetings chaired by the Superintending Engineer are conducted in each of its O&M sub-divisions according to a pre-published schedule, at least once in every three months. Further, the consumers were to be invited to such meetings giving advance notice through emails, letters, HESCOM's website, local newspapers etc., to facilitate participation of maximum number of consumers in such meetings. The HESCOM was required to ensure that the proceedings of such meetings are recorded and uploaded on its website, for the information of consumers. Compliance in this regard was to be reported once in three months to the Commission, indicating the dates of meetings, the number of consumers attending such meetings and the status of redressal of their complaints.

If HESCOM failed to ensure the conduct of the Consumer Interaction Meetings as directed, the Commission would consider imposing a penalty of up to Rs. One Lakh per O&M Sub-Division per quarter for each instance of non-compliance, as per Section 142 and 146 of the Electricity Act 2003, and also directed that such penalty shall be recovered from the concerned Superintending Engineer, who fails to conduct such meetings.

In addition to the quarterly meetings to be chaired by the jurisdictional Superintending Engineer (EI) or the jurisdictional Executive Engineer (EI), the concerned Assistant Executive Engineer (EI) shall conduct the CIM on third Saturday of every month so as attend to the grievance of the consumers, as is being done in HESCOM as reported in the tariff filing.

Compliance by the HESCOM:

Consumer interaction meetings are being conducted on every 3rd Saturday at every sub-division office compulsorily along with Adalaths. As per the directions of the Commission, strict instructions have been issued to all SEEs/EEs of the O & M Circles and Divisions to conduct the consumer interaction meetings once in a quarter in all sub-divisions and to ensure that Consumer Interaction Meetings (CIM) are chaired by the Superintending Engineers or Divisional Executive Engineers failing which penalty will be levied by the Commission as stated in the Directive. Further, awareness is also being created under DSM activities to enable the public / consumers to participate in the consumer grievance meetings.

The complaints are attended and resolved in the meeting, but certain complaints of the consumers are of the nature which require preparation of estimates /company procedures / regulations/ to be followed to redress them. Such, complaints are being attended subsequently.

It is submitted that details of the meetings conducted during FY-21 as per KERC format was furnished in the preliminary Observations. The abstract of the

meetings conducted during FY-22 and FY-23 up to September-2022 is given below:

SI No	Name of the Circle	No. of Subdivisions existing	No. of CIM Conducted	No of Complaints Received	No. of Complaints disposed	CB	No. of Consumers attended
1	2	3	4	5	6	7	8
1	Hubballi	18	162	209	207	2	234
2	Haveri	9	84	134	134	0	166
3	Sirsi	11	93	193	177	16	367
4	Belagavi	12	54	360	356	4	466
5	Chikkodi	9	77	84	84	0	299
6	Bagalkot	12	111	235	232	3	521
7	Vijayapur	13	117	364	292	72	438
	Total	84	698	1579	1482	97	2491

FY-22: April 2021 to March 2022

FY-23 (April 2022 to September 2022)

SI No	Name of the Circle	No. of Subdivisions existing	No. of CIM Conducted	No of Complaints Received	No. of Complaints disposed	CB	No. of Consumers attended
1	2	3	4	5	6	7	8
1	Hubballi	18	102	56	56	0	71
2	Haveri	9	1	5	5	0	11
3	Sirsi	11	66	100	84	16	207
4	Belagavi	13	72	265	263	2	496
5	Chikkodi	9	52	62	62	0	168
6	Bagalkot	12	72	194	189	5	453
7	Vijayapur	13	78	290	290	0	351
	Total	85	443	972	949	23	1757

Commission's Views:

The HESCOM has submitted the details of consumer interaction meetings conducted in its jurisdiction during FY22 and 1st and 2nd quarter of FY23.

The Commission had reiterated its directions to the ESCOMs to conduct the consumer interaction meetings in the sub-divisions chaired by either the jurisdictional Superintending Engineer or the jurisdictional Executive Engineer to effectively address the consumer grievances. The Commission also appreciates the fact that, HESCOM, in addition to conducting the CIMs as per the directions, is also conducting the CIMs in all the Sub-divisions on 3rd Saturday of every month to address the grievances of the consumers, which are chaired by the jurisdictional Assistant Executive Engineer (EI).

HESCOM reports have been received in the Commission's office at the end of each quarter in the format prescribed for reporting the conduct of CIMs. HESCOM shall ensure and maintain the same to submit such reports and reach the office of the Commission in future also, without fail.

The Commission hereby declares that, if the consumer interaction meetings are conducted in the sub-divisions without the participation of the Superintending Engineer or the Executive Engineer, then it will be considered as non-compliance of the Commission's Directive and the Commission would consider imposing a penalty of up to Rs. One lakh per O&M sub-division per quarter for each instance of non-compliance and also direct that such penalty shall be recovered from the concerned Superintending Engineer or Executive Engineer, as the case may be, who fails to conduct such meetings.

Therefore, the Commission hereby reiterates its directive to the HESCOM to conduct Consumer Interaction Meetings (CIM) chaired by either the jurisdictional Superintending Engineer or jurisdictional Executive Engineer once in a quarter, in each of the O&M Sub-divisions, to redress the consumer grievances relating to supply of electricity. The proceedings of conduct of such meetings shall be uploaded in the website of the HESCOM for reference of the needy consumers and a report in the prescribed format shall be sent to the Commission after the end of each quarter.

In addition to the quarterly meetings to be chaired by the jurisdictional SEE or the jurisdictional EE, the concerned Assistant Executive Engineer shall conduct the

CIM on third Saturday of every month so as to attend to the grievance of the consumers, as is being done now.

A quarterly compliance report shall be submitted to the Commission regularly.

3. Directive on implementation of Standards of Performance (SoP):

The HESCOM was directed to implement the specified Standards of Performance strictly, while rendering services related to supply of power as per the KERC (Licensee's Standards of Performance) Regulations, 2004. Further, the HESCOM was directed to display prominently, in both Kannada & English languages, the details of various critical services such as replacing the failed transformers, attending to fuse off call / line breakdown complaints, arranging new services, change of faulty meters, reconnection of power supply, etc., rendered by it as per Schedule-1 of the KERC (Licensee's Standards of Performance) Regulations, 2004 and Annexure-1 of the KERC (Consumer Complaints Handling Procedure) Regulations, 2004, on the notice boards in all the offices of O & M Section and O & M sub-divisions, in its jurisdiction for the information of consumers, as per the format given in the previous Tariff Orders.

Compliance by the HESCOM:

Strict instructions have been issued to the concerned officers to display the Standards of Performance (SOP) posters in all the O & M offices of HESCOM and any breach in rendering services of the SOP will be penalized as per the provision of SOP Regulations. The progress report on SOP is being submitted to the Commission every quarter and the same is hosted on the HESCOM's website: hescom.karnataka.gov.in.

The HESCOM is making all efforts to implement the specified SOP while rendering services related to supply of electricity.

The Form - A, to claim compensation for non-compliance of the SOP under KERC (CGRF and Ombudsman) Regulations, 2004 is displayed in the notice boards of all HESCOM Offices.

Grahakara Kaipidi is being regularly published by HESCOM and also distributed among the HESCOM's staff, various other stakeholders and Consumers. Further, any amendments to the regulations or any additional information to be updated is incorporated in the Grahakara Kaipidi and the same is hosted on HESCOM website.

HESCOM is carrying out the awareness campaigns regarding the Standards of Performance through the DSM activities. The banner of the various services such as replacing the failed transformers, attending to fuse off call / line breakdown complaints, arranging new services, change of faulty meters, reconnection of power supply, etc., rendered by it as per Schedule-1 of the KERC (Licensee's Standards of Performance) Regulations, 2004 is displayed in the HESCOM's stall under the DSM activity to make the consumer aware of services to be availed.

Commission's Views:

HESCOM reports have been received in the Commission's office at the end of each quarter. HESCOM shall ensure and maintain the same to submit such reports reach the office of the Commission in future also, without fail.

The MoP, GoI, has issued the Electricity (Rights of Consumers) Rules, 2020 to enhance the consumer satisfaction levels by incorporating the technological advancement in the power sector due to the application of information Technology, advancement in metering technology etc. For incorporating the provisions of the Electricity (Rights of Consumers) Rules,2020, the Regulations issued earlier by the KERC were suitably amended and notified the KERC (Rights of Consumers Relating to Supply of Electricity, Standards of Performance (SOP) and allied matters) Regulations, 2022 on 14.10.2022

- a) In this notification, the Commission has specified the time frame, as required under the Rules issued by the MoP, by including the same in the

respective Regulations which deal with Duty of the Licensee to Supply Electricity on Request, the Licensees' Standards of Performance and Consumer Complaints Handling Procedure and,

b) Has considered repealing the following Regulations in order to avoid duplication and redundancy:

(i) KERC (Duty of the Licensee to Supply Electricity on Request) Regulations, 2004

(ii) KERC (Licensees' Standards of Performance) Regulations, 2004 with amendments

(iii) KERC (Consumer Complaints Handling Procedure) Regulations, 2004

These Regulations specify automatic payment of compensation by the Distribution Licensees for their failure to meet the guaranteed standards of performance in respect of certain critical service areas. The mechanism for automatic payment of compensation, in respect of certain service areas, is expected to push the Distribution Licensees to strive for improving their quality of performance and enhancing their service standards.

In view of the above, it has become all the more essential duty of HESCOM to supply quality and reliable power to consumers. **Hence, the KERC (Rights of Consumers Relating to Supply of Electricity, Standards of Performance (SoP) and allied matters) Regulations, 2022** specified by the Commission need to be implemented in its letter and spirit.

In order to make the consumers aware of the Rights of Consumers Relating to Supply of Electricity, Standards of Performance (SoP) and allied matters, Regulations, 2022 specified by the Commission and make consumers get prompt services from HESCOM, it is its duty to display the specified SOP parameters as per the KERC Rights of Consumers Relating to Supply of Electricity, Standards of Performance (SOP) and allied matters, Regulations, 2022 in all their offices, website etc. As per the submissions made by HESCOM, in its Tariff application, it is observed that, HESCOM has not efficiently conducted the awareness campaigns on SOP for consumers at Hobli level. If it had conducted such

awareness campaigns, HESCOM would have furnished the details of such campaigns.

Hence, the Commission while taking note of the HESCOM's compliance, reiterates that the HESCOM shall continue to adhere to the Directive on the specified Standards of Performance in rendering various services to consumers in a time bound manner.

Further, the Commission directs the HESCOM to supervise over the functioning of field offices particularly in rendering of services to the consumers, relating to restoration of supply of electricity.

The Commission also directs HESCOM to submit the Quarterly Reports giving the details of number of violations of SOP by officers, Sub-division-wise, month-wise, amount of penalty levied on the officers and the amount paid to the consumers for the delay in service. HESCOM shall continue to display Rights of Consumers Relating to Supply of Electricity, Standards of Performance (SOP) and allied matters, Regulations, 2022 in each of the Section Office and Sub-division Office, in a conspicuous place, which can be viewed by all the visitors to the Office. At the end of SoP, it shall be mentioned that, consumers can claim the compensation automatically from the concerned officers for deficiency in service.

2. Directive on use of safety gear by linemen / Power men:

With a view to reducing the electrical accidents to the linemen working in the field, the Commission directs the HESCOM to ensure that all the linemen in its jurisdiction are provided with proper and adequate safety gears and also ensure that the linemen use such safety gears while working on the network. The HESCOM should sensitize the linemen about the need for adoption of safety aspects in their work through suitably designed training and awareness programmes. The HESCOM is also directed to device suitable reporting system on the use of safety gear and mandate supervisory / higher officers to regularly cross check the compliance by the linemen and take disciplinary action on the

concerned if violations are noticed. The HESCOM shall implement this directive and submit compliance report to the Commission.

Compliance by the HESCOM:

The HESCOM Power men are provided with adequate safety equipment such as Helmets with Electronic Induction Tester, Hand Gloves, tool kits, rain coats, gum boots etc., as personal protective equipment for the purpose of safety of Power men and it is also ensured that all the Power men are using the safety equipment provided to them while working on the distribution network.

The HESCOM has procured and allotted following safety gears during 2021-22:

SI No	Name of the Material	Quantity
2021-22		
1	Rainwear	4600 pairs
2	LED Torch	1600 Nos
3	Reflective Jackets	2100 Nos
4	Safety Helmet	3700 Nos
5	Tool kit	4200 sets
6	Safety Belt	3700 Nos
7	Rubber Hand Gloves	400 pairs

Safety gears proposed to be procured for the year-2022-23.

Sl. No	Name of the material	Qty (Nos)
1	Rubber Hand Gloves	4200 pairs
2	Safety Shoes with socks	4200 pairs
	Total	8400 pairs

Tender has been finalized for procurement of above safety gears and will be issued to the Power Men in 2022-23.

Further, the concerned officers are regularly cross checking the compliance by Power men and taking disciplinary action on the concerned if they are not using the safety gear provided to them.

The HESCOM is conducting regular training programme to all the Power men regarding safety aspects and prevention of electrical accidents, as part of pre-employment / pre-promotional training and also conducting training under National training program for C &D employees.

In its replies to preliminary observations, HESCOM has stated that:

SI No	Directives	Compliance	
		Post	Nos
1	Details of the number of regular field staff working.	Senior Mechanic	25
		Line Mechanic Grade-1	133
		Line Mechanic Grade-2	725
		Lineman	1192
		Asst. Lineman	1133
		Junior Lineman	1983
		Junior Lineman (Supernumery)	12
		Total	5203
2	Details of the number of contract basis field staff working.	Post	Nos
		24 x 7 Gangmen	218
		33 KV Maintenance Staff	96
		24 x 7 Gangmen with vehicle	592
		Total	906
3	Number of Field staff provided with the safety gear.	Out of 4600 number of Safety materials procured, all the 4320 regular lineman staff have been provided with the safety gears balance quantity are kept as spares.	
4	HESCOM shall submit the information and the definite timeline for providing complete set of safety gear to all the linemen if any are still not provided.	Out of procured safety materials 2300 safety belts are yet to be supplied to the Linemen staff which shall be completed by this financial year 2023. All other safety gears are allotted to the Linemen staff. And for the field staff on contract basis, safety gears have been provided by the Agency.	

Commission's Views:

The Commission is of the view that all the power men shall be provided with adequate safety gear while working on the network and considers that, non-

supply of appropriate safety gears / equipment to the staff at work place, amounts to a serious violation of human rights by HESCOM.

The Commission hereby directs that adequate quantities of all safety gears / equipment shall be procured periodically and sufficient inventory of these materials shall also be maintained.

The Commission while taking note of the HESCOM's compliance on the Directive, stresses that the HESCOM should continue to give attention to safety aspects in order to reduce and prevent electrical accidents occurring due to negligence / non-adherence of safety procedures by the field staff while carrying out the work on the distribution network.

The power men and other field staff should be imparted appropriate training periodically on adherence to safety aspects / procedure, and such training modules should include case studies on the safety aspects and related issues, so that the training highlights current and relevant issues which will go a long way in understanding the seriousness of the issues by the field staff.

The Commission reiterates its directive that the HESCOM shall ensure that, all the power men and other field staff are provided with adequate and appropriate safety equipment and they use the safety gears and equipment, while carrying out the work. Protocols should be drawn on procedures to be adopted / roles and responsibilities fixed in respect of all those involved in working on (live) lines / installations for repairs etc., based on case studies.

The compliance in this regard shall be submitted once in a quarter to the Commission regularly.

3. Directive on load shedding:

In respect of Load Shedding, the Commission had directed that:

- i) Load shedding required for planned maintenance of transmission / distribution networks should be notified in daily newspapers at least 24 hours in advance for the information of consumers.
- ii) The ESCOMs shall on a daily basis estimate the hourly requirement of power for each sub-station in their jurisdiction based on the seasonal conditions and other factors affecting demand.
- iii) Any likelihood of shortfall in the availability during the course of the day should be anticipated and the quantum of load shedding should be estimated in advance. Specific sub-stations and feeders should be identified for load shedding for the minimum required period with due intimation to the concerned Sub-Divisions and sub-stations.
- iv) The likelihood of interruption in power supply with time and duration of such interruptions may be intimated to consumers through SMS and other means.
- v) Where load shedding has to be resorted due to unforeseen reduction in the availability of power, or for other reasons, the consumers may be informed of the likely time of restoration of supply through SMS and other means.
- vi) Load shedding should be carried out in different sub-stations / feeders to avoid frequent load shedding affecting the same sub-stations / feeders.
- vii) The ESCOMs should review the availability of power with respect to the projected demand for every month in the last week of the previous month and forecast any unavoidable load shedding after consulting other ESCOMs in the State about the possibility of inter-ESCOM load adjustment during the month.
- viii) The ESCOMs shall submit to the Commission their projections of availability and demand for power and any unavoidable load shedding for every succeeding month in the last week of the preceding month for approval.
- ix) The ESCOMs shall also propose specific measures for minimizing load shedding by spot purchase of power in the power exchanges or bridging the gap by other means.
- x) The ESCOMs shall submit to the Commission sub-station-wise and feeder-wise data on interruptions in power supply every month before the 5th day of the succeeding month.

The Commission had directed that the ESCOMs shall make every effort to minimize inconvenience to consumers by strictly complying with the above directions. The Commission had indicated that it would review the compliance of directions on a monthly basis for appropriate orders.

Compliance by the HESCOM:

HESCOM has taken up various improvement works in order to enhance reliability and power quality. Under the year to year action plan, the details of initiatives taken are as follows:

- New 11 KV link lines from 110/ 33 KV sub Stations and link lines for bifurcation of load (total 821 nos.) is being carried out with a sufficient capital budget provision for such works.
- New 110 KV (211 proposals)/ up-gradation of 33 kV to 110 KV (60 proposals) are taken up to reduce the load on the existing overloaded feeders and to improve the low voltage problems.
- Replacement of deteriorated and lower size conductor by higher size conductor both in LT and HT lines.
- During review meetings with HT consumers, it is directed to provide UG cables wherever 11 KV and 33 KV line crossings are existing to prevent unnecessary interruptions to the consumers.
- Regular meetings are being conducted with HT industrial consumers/officials with instructions to the all concerned officials to carry out of maintenance work on all 11 KV feeders regularly to minimize power supply interruptions and ensure 24X7 power supply.
- Further, feeder and transformer Abhiyana is being carried out on 33/11 KV HT lines and LT lines and Distribution Transformer Centers to take up maintenance work and minimize power supply interruptions.

HESCOM submits the compliance on the Directive as follows:

- a) HESCOM is notifying the details of load shedding in respect of planned maintenance of transmission / distribution networks in advance in local daily newspaper for the information of consumers.

- b) HESCOM is furnishing on a daily basis the hourly requirement of power in its jurisdiction based on the seasonal conditions and other factors affecting demand to SLDC by e-mail.
- c) In HESCOM, in case of any shortfall in the availability during the course of the day, quantum of load shedding to be anticipated is being estimated in advance. Further, specific feeders are identified for load shedding for the minimum required period with due intimation to the concerned sub-divisions and sub-stations. The estimate of loads of the HESCOM that may be shed during contingencies is shared with SLDC, KPTCL for emergency load shedding.
- d) M/s REC has developed a web based application "Urjamitra" and HESCOM has uploaded the data relating to all 11 KV feeders. The likelihood of interruptions in power supply with time and duration of such interruptions are being uploaded in the web based application since October, 2016

Outage information for both scheduled and unscheduled load shedding is being triggered to relevant consumers through SMSs in predefined format, by the concerned AEE, O & M Sub-divisions.

HESCOM has uploaded the details of 42.91 lakhs of consumers in the database of Urjamitra out of 51.59 lakhs of consumers of its area. 2.63 crores of SMSs are triggered using the platform for 12414 numbers of scheduled outages and 2286 numbers of unscheduled outages as on date, which can be seen in www.urjamitra.com.

- e) Where load shedding has to be resorted to due to unforeseen reduction in the availability of power, or for other reasons, action will be taken to inform consumers, the likely time of restoration of supply through SMS by the concerned AEE, O & M Sub-divisions through Urjamitra.
- f) In HESCOM, the Load shedding is carried out on rotation basis in different sub-stations / feeders to avoid frequent load shedding affecting the same sub-stations / feeders.
- g) HESCOM will review the availability of power with respect to the projected demand for every month in the last week of the previous month and forecast

any unavoidable load shedding after consulting other ESCOM in the state about the possibility of inter ESCOM load adjustment during the month.

- h) HESCOM is submitting to KERC its projections of availability and demand for power and any unavoidable load shedding for every succeeding month in the last week of the preceding month for approval regularly since May, 2016.
- i) For minimizing load shedding, PCKL on behalf of all ESCOMs is purchasing power in the power exchanges on real time /day a-head basis whenever needed.
- j) Month wise sub-station wise and feeder wise data on interruptions in power supply is being regularly submitted to KERC every month.

In its replies to preliminary observations, HESCOM has stated that:

In Urjamitra (Outage Management System) application, out of 51.59 lakhs consumers, HESCOM has uploaded 42.91 lakhs consumers' data (which was collected manually from divisions). It means 83% of consumers' data is updated in Urjamitra application. RECTPCL has shared API web services to IT team of HESCOM for integrating the existing consumer database of the HESCOM with Urjamitra for updating of real time consumer data. Two different billing software having consumers' database of HESCOM needs to be integrated with Urjamitra. After completion of integration of consumer data by IT wing of HESCOM, 100% of consumers' data will be automatically updated in Urjamitra Portal.

Commission's Views

The Commission notes that, HESCOM is making use of the Urjamitra App developed by RECTPCL for sending messages to provide the information of scheduled and unscheduled power outages, emergency outages, restoration time, power outage extension time etc., due to the reasons such as system constraints, breakdowns of lines / equipment, maintenance etc., to the consumers, through SMS. HESCOM has to take further steps to update the database to cover the entire consumer strength, to make the App effective.

The Commission notes that, though the availability of power has improved resulting in surplus power situation, the distribution network reliability has not similarly improved, causing frequent disruptions in power supply, resulting in

hardship to the consumers and also loss of revenue to the HESCOM. The Commission directs HESCOM to take remedial measures to minimize power supply interruptions and ensure 24 x 7 power supply.

As per the SoP set by the Commission, the HESCOM is required to restore power supply affected due to failure of distribution transformers within 24 hours in City and Town areas and within 72 hours in Rural areas. However, during the public hearing, the consumers have complained that the HESCOM is not adhering to the SoP fixed by the Commission and that the field officers are not attending to minor faults and are taking longer time for restoring power supply. It is further noted that, lack of regular maintenance and poor quality of repairs have also contributed to the increase in number of failures of distribution transformers.

The Commission hereby directs HESCOM to continue to conduct orientation programmes / workshops to the field staff to equip and motivate them to attend to the minor faults at site itself wherever possible and restore power supply as early as possible. HESCOM is also directed to take action to effectively monitor and supervise the work of periodical maintenance & repairs to the transformers and fix personal responsibility on the erring staff / officer in case of poor maintenance and poor quality of repairs.

The HESCOM is directed to submit the projections of availability and demand for power and any unavoidable load shedding for every succeeding month in the last week of the preceding month regularly to the Commission without fail.

4. Directive on Establishing a 24x7 Fully Equipped Centralized Consumer Service Centre for Redressal of Consumer Complaints:

The HESCOM was directed to put in place a 24x7 fully equipped Centralized Consumer Service Centre at its Headquarters with a state-of-the-art facility / system for receiving consumer complaints and monitoring their redressal so that electricity consumers in its area of supply are able to seek and obtain timely and efficient services in the matter of their grievances. Such a Service Centre shall have adequate desk operators in each shift so that the consumers across the jurisdiction of the HESCOM are able to lodge their complaints to this Centre.

Every complaint, received through various modes in the center shall be registered by the desk operator and the complaint register number shall be intimated to the Consumer through SMS. In turn, the complaints shall be transferred online to the concerned field staff for resolving the issue. The concerned O&M / local service station staff shall visit the complainant's premises at the earliest to attend to the complaints and then inform the Centralized Service Centre that the complaint is attended. Thereafter, the desk operator shall call the complainant and confirm with him whether the complaint has been resolved. The complaints shall be closed only after confirmation by the consumer. Such a system should also generate daily reports indicating the number / nature of complaints received, complaints attended, complaints pending and reasons for not attending to the complaints along with the names of the officers responsible with remarks be placed before the Management on the following day for attention to review and take corrective action in case of any pendency / delay in attending to the complaints.

The HESCOM shall publish the details of complaint handling procedure / Mechanism with contact numbers in the local media or in any other form periodically for the information of the consumers.

The Commission directs the HESCOM to establish / strengthen 24 x 7 service stations, equipping them with separate vehicles & adequate line crew, safety kits and maintenance materials at all its sub-divisions including the rural areas for effective redressal of consumer complaints.

Compliance by the HESCOM:

To facilitate consumers and better redressal of consumer grievances, HESCOM has established a well-integrated 24x7 Customer Helpline through the latest technology & software developments along with in-built automatic call transfer system. Telephone No. 1912 is the helpline number.

To reduce the consumer downtime to address the complaints, HESCOM Helpline is enhanced from 7-seater to 15-seater, i.e., additional 8 seats have been added

from August-2019 and upgraded its hardware infrastructure new version and providing CMS Solution from June-2020.

A 15-seater Call Centre is serviced through 15 concurrent lines 24X7 with Multi-Channel Complaint Registration Facility (Phone, Online, e-mail, Facebook, WhatsApp & Twitter). Whenever any consumer registers complaint, they will be provided with the Complaint Number, using which they can track their complaint status through Helpline or HESCOM Website. The call centre is monitored by Assistant Engineer and One Junior Engineer per shift is supervising the activities of CCC.

HESCOM has developed in-house software for Customer Care Centre and is maintained by HESCOM itself and has also made provision for consumers to register the complaints through quick complaints registration web application.

HESCOM is providing necessary training in co-ordination with the firm to all those staff who are working in the Consumer Service Centre on how to attend phone calls and how to behave with consumer politely and consumer complaint redressal through '1912' effectively.

Further, newly appointed executive has to go through 15 days of training period before putting on desk. The existing AVAYA solution has a 'Call Recording Service' feature which allows the automatic recording of calls which can be used to monitor how the executives are dealing with consumers.

HESCOM has devised a mechanism to recognize the best performing executives who are deployed through outsourcing agency by collecting information every month from Team leaders, shift in charge and the same is still under progress. Best CCE with good track record gets promoted to Team leader.

HESCOM has implemented caller tune regarding electricity helpline No. 1912 to all CUG mobile numbers of HESCOM officers. Whenever the consumer's coming under HESCOM jurisdiction calls CUG mobile numbers of HESCOM they hear an

automated caller tune suggesting that consumers to dial electricity helpline No.1912 for registration of any electricity related complaints.

Contact details of the Centralized Consumer Service Centre/field officers are published in the HESCOM website.

The detailed calculation/information sheet on reduction in the average time taken to attend to a non-RAPDRP areas complaint for FY21 & FY22 is attached in the Google Drive:

https://drive.google.com/drive/folders/1BxleAIVFKdw-L1ycU7i-bfMS1Sf7O5TU?usp=share_link

Total number of complaints received for the FY 2022-23 i.e., from April-2022 to September-2022 are 524593 numbers. The complaints are attended under different categories as given below.

Name of the ESCOM	Total Complaints received at CCC	Total Complaints received other than CCC	Details of complaints received during Apr-2022 to Sep-2022					Time taken to attend complaints	
			F fuse off call	LT Line	Transformer	11kV feeder interruptions	Total	Min time	Max. time
1	2	3	4	5	6	7	8	9	10
HESCOM	523000	1593	504405	1338	18850	2317	524593	10 min	Complaints No. H202208030192, H202208220239, H202209220176, H202209270630 are pending.

Consumer awareness campaign:

In order to encourage use of 24x7 centralized consumer service centre, HESCOM has frequently advertising the central complaint number 1912 in the various editions of newspapers. Further, HESCOM is also utilizing the forum of various

organizations to display banners indicating the consumer service centre call number 1912.

Further, HESCOM has introduced a new dedicated Toll Free Number 1800-425-4754 for registration of Transformer failure related complaints.

In its replies to preliminary observations, HESCOM has stated that:

Different modes of Customer Complaint registrations made available for Consumers to reduce downtime:

Online Registration of Complaint through Website:

<https://hescom.karnataka.gov.in/>

Email ID: customercare@hescom.co.in

Facebook account: [https://facebook.com/Hescom Orgn](https://facebook.com/HescomOrgn)

WhatsApp Number: 9480883899

Twitter Account: <https://twitter.com/HubliHescom>

HESCOM'S 24X7 consumer service centre is monitoring 24X7 to attend and reduce the average downtime by repeatedly following up action with Sub-Divisional and field officers till the resolution of complaint.

Total number of complaints received/attended at CCC for the FY 21 and FY 22 is as shown below:

FY 21:

Name of the ESCOM	Complaints received CCC	Complaints received at other than CCC	Details of complaints received					Time taken to attend complaints	
			Fuse off call	LT Line	Transformer	11kV feeder interruptions	Total	Min time	Max. time
1	2	3	4	5	6	7	8	9	10
HESCOM	472729	16751	462158	1119	26203	4677	489480	10 min	84 days (based on nature of complaint)

FY 22:

Name of the ESCOM	Complaints received CCC	Complaints received at other than CCC	Details of complaints received					Time taken to attend complaints	
			Fuse off call	LT Line	Transformer	11kV feeder interruptions	Total	Min time	Max. time
1	2	3	4	5	6	7	8	9	10
HESCOM	743460	1940	712782	1278	31340	4326	745400	10 min	245 days (Based on nature of complaint)

Commission's Views:

The Commission notes that the HESCOM has established the necessary infrastructure for effective redressal of consumer complaints. HESCOM should ensure that the improvement and O&M works executed are as per the standards so that the number of complaints are reduced.

The HESCOM, in its current tariff filing has informed that it has conducted training on behavioral attitude to the executives working in the Centralized Customer Care Centre. While appreciating this, the Commission directs HESCOM to continue to instruct the agency employing and deploying such executives to impart suitable training on public relations and behavioural attitude, interpersonal relations etc. HESCOM shall continue bringing in a system of recognizing the best performing customer care executive every week / fortnight / month and publicize such recognition so as to encourage and incentivize better performance from them. The Commission directs HESCOM to continue to deploy a Senior Level Officers to supervise and review all the activities of the CCC, and shall take disciplinary action against erring officials / executives.

The Commission hereby directs HESCOM to continue its efforts in improving the delivery of consumer services, especially in reducing time required for resolving consumer complaints relating to breakdowns of lines / equipment, failure of transformers etc. The HESCOM is also directed to analyze the nature of complaints registered and take action to minimize the number of complaints by taking preventive / corrective action.

The Commission reiterates that HESCOM shall periodically publish the complaint handling procedures / contact number of the Centralized Consumer Service Centre in the local media, continue to host it on its website and also publish it through other modes, for the information of public and ensure that all the complaints of consumers are registered only through the Centralized Consumer Service Centre for proper monitoring and disposal of the complaints registered.

As directed HESCOM has established and operating 24x7 fully equipped Centralized Consumer Service Centre for redressal of consumer complaints. Considering this, Commission decides not to pursue this directive further and drop the Directive.

5. Directive on Energy Audit:

The Commission had directed the HESCOM to prepare a metering plan for energy audit to measure the energy received in each of the Interface Points and to account the energy sales. The Commission had also directed the HESCOM to conduct energy audit and chalk out an action plan to reduce distribution losses to a maximum of 15 percent in the towns / cities having a population of over 50,000, wherever the losses are above this level.

The Commission, in 2010 itself, had directed all the ESCOMs to complete installation of meters at the DTCs by 31st December, 2010. The ESCOMs were required to furnish to the Commission the following information on a monthly basis:

- i. Number of DTCs existing.
- ii. Number of DTCs already metered.
- iii. Number of DTCs yet to be metered.
- iv. Time bound monthly programme for completion of the work.

Compliance by the HESCOM:

The energy audit of 16 towns which have population of more than 50,000 is being carried out in HESCOM. The below mentioned matrix shows average energy losses recorded from FY-22 to FY-23 (up to September-2022) in these 16 towns.

Loss levels in Towns/Cities are as follows:

Year	No. of towns monitored	No. of Towns/ Cities loss under				
		<10 %	>10, <=15	>15, <=20	>20, <=25	>25
FY -22	16	12	4	-	-	-
FY-23 consolidated up to Sept-2022	16	14	2	-	-	-
Apr-2022	16	15	1	-	-	-
May-2022	16	12	4	-	-	-
June-2022	16	8	8	-	-	-
July-2022	16	7	9	-	-	-
Aug-2022	16	12	4	-	-	-
Sept-2022	16	13	3			

Year	Name of the Towns / Cities where loss range is			
	Below 10%	>10 to 15	15-20%	Above-20%
FY -22	Hubballi, Dharwad Urban, Gadag City, Rannebenur, Sirsi, Dandeli, Karwar, Belagavi, Gokak, Nippani, Ilkal, Vijayapur	Haveri, Bagalkot, Rabakavi-Banahatti Jamakhandi	-	-
FY -23 (up to Sept 2022)	Hubli, Dharwad(U) ,Gadag, Sirsi, Dandeli, Karwar, Belagavi, Gokak Nippani, Bagalkote, Ilkal, Jamakhandi, Rabakavi+ Banahatti, Vijaypur	Haveri Ranebennur,	-	-
April-2022	Hubli,Dharwad(U) ,Gadag, Sirsi, Dandeli, Karwar, Belagavi, Gokak, Nippani, Ilkal, Vijaypur. Bagalkote, Haveri, Ranebennur, Jamakhandi	Rabakavi+ Banahatti,	-	-

May-2022	Hubli,Dharwd(U) ,Gadag, Sirsi, Dandeli, Karwar,Belagavi,Gokak Nippani, Ilakal,Vijaypur. Bagalkote,	Haveri, Ranebennur, Rabakavi+ Banahatti, Jamakhandi	-	-
June-2022	Hubli, ,Karwar,Belagavi, , Ilakal Dharwd(U), Sirsi, Bagalkote, Rabakavi+ Banahatti,	Gadag, Dandeli, Gokak, Haveri, Jamakhandi, Nippani, Ranebennur, Vijaypur	-	-
July-2022	Dandeli, ,Belagavi, Ilakal , Dharwd(U), Sirsi, Bagalkote, Rabakavi+ Banahatti,	Gadag, Karwar, Gokak, Hubli, Haveri, Jamakhandi, Nippani, Ranebennur, Vijaypur	-	-
Aug-2022	Hubli,Dharwd(U) ,Gadag, ,Sirsi, Dandeli, Karwar, Belagavi, Nippani, Ilakal, Bagalkote, Haveri, Jamakhandi	Gokak, Ranebennur, Rabakavi+ Banahatti, Vijaypur.	-	-
Sept-2022	Hubli,Dharwd(U) ,Gadag, Sirsi, Dandeli, Karwar, Belagavi, Gokak, Nippani, Bagalkote, Ilakal, Jamakhandi, Rabakavi+ Banahatti	Haveri Ranebennur, Vijaypur		

As per above data for FY-22, out of 16 towns, the loss levels in 12 towns are less than 10%, in 4 towns loss is between 10% to 15%. In FY-23(up to Sept-2022) loss level in 14 towns is less than 10% and in 2 towns loss is between 10% to 15%. Month wise energy audit reports of Cities/towns is being submitted to the Commission regularly.

Further, the various improvement works have been taken up such as, providing additional DTCs, bifurcation of overloaded feeders, reducing LT to HT Ratio and 100% inspection of LT-2/LT-3/LT-5 and HT- installations, to bring down the losses to less than 10%.

DTC Energy Audit:

Month wise	Existing DTCs	Metered DTCs	No. of DTCs for which DTC wise Energy audit done	<5%	5% to 10%	10% to 15%	15% to 20%	>20
Apr-22	251594	65968	22741	6875	5622	2798	1517	5929
May22	252549	65998	21070	7495	4327	2791	1330	5127
Jun-22	253299	66173	22591	8358	4376	2794	1428	5635
Jul-22	254284	66149	20942	7862	4608	2797	1294	4381
Aug-22	255203	66170	21056	7802	4603	3241	1354	4056

NOTE:

- 1) The details furnished above are up to August-2022.
- 2) Out of 2,55,203 existing DTCs 1,71,966 DTCs are fed from EIP / single installation DTCs which need not to be metered.

Feeder wise Energy Audit:

- There are 3765 number of 11kV feeders existing at the end of August 2022. All the feeders are monitored continuously by way of feeder-wise energy audit. Monthly energy audit of all the feeders is being carried out to monitor the distribution loss of each feeder.
- For all categories of 11kV feeders' targets have been fixed and monthly 11kV Distribution losses are monitored accordingly.

Target Loss %	
Urban	8%
Industrial	5%
Rural	10%
NJY	13%
EIP	15%
Water Supply	8%

- 11kV Feeder category-wise, Nodal officers have been appointed for monitoring the Distribution losses.
- Awareness is being created by educating all the field staff through training programmes regarding importance of conducting energy audit.
- During monthly meetings energy audit is being reviewed and instructions have been issued to all the Circle/divisional/Sub divisional officers to monitor feeder-wise energy audit.

The details of 11 KV feeders and the feeders audited are as follows:

11 KV Feeder details (Aug-22)

No. of 11kV Feeders						Total
Urban	Rural (non-segregated combined)	NJY / DDUGJY (segregated feeder)	EIP (segregated agri feeder)	Water Supply	Industrial	
415	155	735	2211	127	122	3765

Audited feeder details (Aug-2022)

11 KV Feeders Audit								
Name of the company	No. of feeders audited	Balance feeders to be audited	Distribution loss					Total
			<5%	5-10%	10-15%	15-20%	>20	
HESCOM	3691	74	307	586	2166	364	268	3765

In its replies to preliminary observations, HESCOM has stated that:

HESCOM intends to complete consumer indexing for taking up energy audit effectively on or before the end of March 2023. The comparative statement of losses recorded in Towns & Cities for the FY22 as against the FY21 are submitted to the Commission.

DTCs Energy Audit:

Following measures have been initiated for reduction of losses in DTCs wherever there is high loss.

- Replacement of MNR meters, work is in progress.
- Instructed MRT staff to arrange for testing of meters and sealing of meters on high loss feeders.
- Instructed concerned Officials to keep vigil on illegal hooking of Streetlight/WS/ Domestic installations.
- Conversion work of LT 1-Ph 2 w& 3w to 3 Ph 5 wire system is in progress.
- Work of replacement of 250 KVA DTCs by lower capacity DTCs is in progress.

- Theft cases are being booked under LT1, LT2, LT 3 & LT4.
- Replacement of old aged and deteriorated conductor by cables, providing static meters to all installations.
- Balancing of load, providing additional transformers, educating consumers to fix capacitors for motive loads.
- Tagging of consumer installations to concerned DTCs is in progress and is expected to be completed before March 2023.
- Details of no. of consumers tagged to DTCs during FY21, FY22 & FY23 (up to October 22), along with number of DTCs existing, the number of meters provided to DTCs, percentage energy audit conducted is tabulated below:

Month	Total No. of DTCs Existing	Total no. of DTCs metered	No of DTCs for which Energy Audit is Done	% Energy Audit conducted w.r.t DTC metered	Total No. of consumers (excluding IP sets)	Total No. of Consumers Tagged to the DTCs (excluding IP sets)
FY 21	233782	64732	21238	32.81	4491814	4171847
FY22	250837	65968	21551	32.67	4667223	4419143
FY23 (up to Oct 22)	256379	66190	19502	29.46	4777115	4568685

- Details of energy audit conducted for the metered DTCs for FY22 and FY23 till October 2022 has already been submitted to the Commission.

Commission's Views:

HESCOM needs to conduct energy audit of identified cities / towns and on the basis of energy audit results, initiate necessary action to reduce the distribution losses and improve collection efficiency so as to achieve the targeted AT & C loss of less than 15% per cent in all towns. As seen there are number of cities where the distribution losses are more than 8% and HESCOM is directed to focus on the towns and cities having a distribution loss of more than 8% and take corrective measures to bring down the losses. HESCOM is also directed to conduct such energy audit and submit compliance thereon every quarter, regularly to the Commission.

As regards energy audit of DTCs, HESCOM has failed to furnish the energy audit reports in respect of all the metered DTCs in spite of the provisions with Automatic Meter Reading facility in RAPDRP towns citing issues like incomplete tagging of consumer installations with the respective feeders / DTCs. Similarly, HESCOM is not furnishing the information on the energy audit of all the 11 kV feeders operating in its jurisdiction regularly. The Commission has taken a serious note on the manual reading of the energy meters provided to the DTCs, despite incurring huge amounts on establishing the infrastructure for automatic reading of the energy meters.

HESCOM is not interested in adopting accounting / auditing of energy as its core function, despite spending huge amounts of money on various projects and many other software.

Therefore, HESCOM is directed to take up energy audit of all the 11 kV feeders, DTCs, which are said to be metered and the energy audit of major Cities / Towns and take remedial measures for reducing energy losses in the high loss-making distribution areas based on the results of the energy audit conducted. The compliance in respect of energy audit conducted, with the details of analysis and the remedial measures initiated to reduce loss levels shall be regularly submitted to the Commission on a quarterly basis.

The Commission directs HESCOM to continue to conduct workshops at the Circle/Division Office level, for educating the officers of all cadre on the importance of conducting the energy audit, feeder-wise, DTC-wise etc., and motivating them to take action to reduce the losses in their areas besides addressing issues relating to consumer tagging, strictly servicing all the installations by providing appropriate energy meters, providing and maintaining energy meters to the DTCs, Metering of Street light installations, replacement of electromechanical meters. Further, the feeder-wise and DTC-wise energy audit shall be reviewed in the review meetings every month.

The Commission directs HESCOM to submit a consolidated energy audit report for the FY23, before 31st June 2023, as per the formats prescribed by the Commission.

6. Directive on Implementation of Financial Management Framework

The present organizational set up of the ESCOMs at the field level appears to be mainly oriented towards maintenance of power supply without a corresponding emphasis on realization of revenue. This has resulted in a serious mismatch between the power supplied, expenditure incurred and the revenue realized by the ESCOMs. The continued inability of the ESCOMs to effectively account the input energy and its sale in different sub-divisions of the ESCOM in line with the revenue realization rate fixed by the Commission, urgently calls for a change of approach by the ESCOMs, so that the field level functionaries are made accountable for ensuring realization of revenues vis-à-vis the input energy supplied to the jurisdiction of Sub-division / Division.

The Commission had therefore directed the HESCOM to introduce a system of Cost-Revenue Centre Oriented sub-divisions at least in two Divisions, on a pilot basis, in its operational area and report the results of the experiment to the Commission.

Compliance by the HESCOM:

1) Revenue to be billed and achieved under each tariff category of consumers.

Month/year	Live Installations	No of Installations billed	Billing Efficiency%
Apr-21	5025697	4953067	99
May-21	5025223	4944443	98
Jun-21	5037197	4952328	98
Jul-21	5036224	4962240	99
Aug-21	5035171	4969028	99
Sep-21	5038427	4970208	99
Oct-21	5045342	4988012	99

Nov-21	5048275	4990872	99
Dec-21	5059412	4998427	99
Jan-22	5072840	5009278	99
Feb-22	5082588	5022607	99
Mar-22	5104597	5040775	99
Apr-22	5118513	5056731	99
May-22	5127465	5066373	99
Jun-22	5136158	5073008	99
Jul-22	5144473	5075412	99
Aug-22	5151159	5086242	99
Sep-22	5159350	5100952	99

The billing efficiency from April- 2021 to September-2022 is as under:

- a) Further, the company's billing is considered to be reasonably efficient, revenue from sale of power is the main source of income and is accounted for on an accrual basis. efforts are made to achieve 100% billing efficiency,
- b) Periodic inspection of installations taken up where sub normal consumption recorded & fixing good meters to such installations as a corrective measure. Necessary directions are issued to the MT section, Vigilance wing to inspect periodically to assess/confirm the correctness of meter/installation so that to achieve input energy is billed.
- c) The tamper proof meter boxes have been installed for consumers and Accuracy of the billing is ensured through periodic test check by field staff.

2) Revenue to be collected and achieved under all tariff categories.

The overall demand, collection efficiency including adjustment from April- 2021 to September-2022 is as under: (Rs. in Crs)

Month/year	Demand	Collection	Efficiency%
Apr-21	967.25	892.18	92
May-21	911.12	841.02	92
Jun-21	766.33	776.69	101
Jul-21	636.46	667.21	105
Aug-21	607.27	612.89	101
Sep-21	700.03	686.06	98
Oct-21	702.79	696.43	99
Nov-21	728.50	723.18	99
Dec-21	654.19	668.22	102
Jan-22	678.18	722.76	107

Feb-22	821.10	798.41	97
Mar-22	876.64	959.48	109
Apr-22	1003.98	386.75	39
May-22	952.99	428.91	45
Jun-22	872.30	862.33	99
Jul-22	849.29	810.94	95
Aug-22	694.16	668.53	96
Sep-22	688.01	678.55	99

The Average Collection Efficiency from April-2021 to September-2022 is **93.06%**. Due to increase in the arrears of Government Departments current year collection efficiency has decreased. Necessary steps are taken to recover the arrears of all tariffs including the RLB, ULB and Government installations to minimize the revenue arrears to strengthen the company's financial position.

Further, measures will be taken to revise the target of collection as per the tariff order in force and directions in this regard will be issued to the concerned to achieve the revised target collection.

The average revenue realization in Rs per unit is as under:

Month/year	Average Revenue Realization in Rs per unit
Apr-21	7.33
May-21	7.51
Jun-21	7.41
Jul-21	7.19
Aug-21	7.26
Sep-21	7.14
Oct-21	7.00
Nov-21	8.00
Dec-21	8.00
Jan-22	8.00
Feb-22	8.00
Mar-22	8.00
Apr-22	7.00
May-22	8.00
Jun-22	8.00
Jul-22	8.00
Aug-22	8.00
Sep-22	8.00

3) Revenue arrears to be collected:

The arrears involved in long disconnected installations from April-2021 to September-2022 and total arrears as on 30.09.2022 is as under: (Rs. in Crs)

Month/year	Arrears Long dis installations	Month-wise Total Arrears
Apr-21	33.88	2289.58
May-21	33.65	2359.68
Jun-21	33.58	2349.31
Jul-21	33.87	2318.56
Aug-21	34.48	2312.94
Sep-21	34.43	2326.90
Oct-21	35.55	2332.73
Nov-21	36.76	2338.05
Dec-21	37.12	2324.02
Jan-22	37.13	2279.44
Feb-22	37.16	2302.28
Mar-22	36.16	2219.43
Apr-22	36.18	2830.62
May-22	36.05	3360.74
Jun-22	36.43	2300.74
Jul-22	36.44	2339.09
Aug-22	36.96	2364.72
Sep-22	37.42	2374.18

The demand and collection in respect of RLB & ULB is as under: since April-2021 to September-2022.

Month/year	RLB Demand	RLB Recovery	ULB Demand	ULB Recovery
Apr-21	20.10	9.11	25.70	12.01
May-21	22.29	6.02	26.80	70.28
Jun-21	21.67	11.51	26.69	20.27
Jul-21	21.35	16.58	24.78	31.63
Aug-21	24.15	10.32	27.48	37.53
Sep-21	21.35	9.00	26.05	10.46
Oct-21	21.57	16.73	25.84	33.74
Nov-21	21.68	15.54	27.08	38.25

Dec-21	21.05	13.94	26.81	12.75
Jan-22	21.53	10.78	26.55	45.13
Feb-22	23.51	10.58	27.78	32.75
Mar-22	22.66	17.19	26.76	70.19
Apr-22	23.59	8.11	28.29	15.95
May-22	23.25	10.78	26.56	31.76
Jun-22	22.92	11.07	27.58	32.55
Jul-22	24.74	15.93	27.81	21.44
Aug-22	23.59	10.87	28.72	39.02
Sep-22	24.91	9.21	27.07	32.48
Total	405.91	213.27	484.35	588.19

Necessary directions will be issued to the concerned to recover the Revenue arrears including the arrears of long disconnected installations duly following the Recovery of Dues Act-1976.

Commission's Views:

The Commission notes that, the HESCOM has implemented the financial framework model designed by it. The Commission directs HESCOM to continue to review the performance of the Divisions & Sub-divisions in terms of the energy received, sold, average revenue realization and average cost of supply using the Financial Management Framework Model developed by it. Further, the HESCOM is directed to continue to analyze the following parameters each month to monitor the performance of the Divisions & Sub-divisions, at Corporate level:

- a) Target losses fixed and the achievement at each stage.
- b) Target revenue to be billed and achievement against each tariff category of consumers.
- c) Target revenue to be collected and achievement under all tariff categories.
- d) Target revenue arrears to be collected.
- e) Targeted distribution loss reduction when compared to previous years' losses.

- f) Comparison of high-performing divisions in sales with low performing divisions, in terms of low AT & C loss levels and high revenue realization, so as to plug the loopholes in low performing divisions.
- g) Targets and achievement in performing the energy audit, feeder-wise, DTC-wise, and the performance in achieving the reduction in energy losses of feeders, DTCs by setting right the lacuna's / issues viz., tagging of consumers properly etc.

Based on the above analysis, HESCOM needs to take corrective measures to ensure 100 per cent meter reading, billing, and collection, through identification of feeders showing high losses, sub-normal consumption in meters, replacement of non-recording meters etc.

The Matter of monitoring of revenue realization is a routine administrative function to be done at the Corporate level by MD and the Director Finance / Financial Advisers. Hence, the Commission decides not to pursue the directive hereafter.

9) Directive on Prevention of Electrical Accidents

On a review of the electrical accidents that have occurred in the State during the past years, it is seen that the major causes of the accidents are due to snapping of LT / HT lines, accidental contact with live LT / HT / EHT lines / equipment in the streets, live wires hanging around the electric poles / transformers, violation / neglect of safety measures, lack of supervision, inadequate / lack of maintenance, etc., posing great danger to human lives.

Considering the above facts, the Commission had directed the HESCOM to prepare an action plan to effect improvements in its distribution network and implement safety measures to prevent electrical accidents. A detailed Division-wise action plan was required to be submitted by the HESCOM to the Commission.

Compliance by the HESCOM:

As per the directions of Commission, HESCOM is making continuous efforts to bring down the hazardous locations/installations existing in distribution network. The number of hazardous locations as at the end of FY-22 (up to March-2022) are 3694 numbers. At the end of September-2022 number of hazardous locations are reduced to 2936 numbers, i.e., within a 6 months of time span 758 number of hazardous locations have been rectified.

Details of Hazardous locations existing in School/College premises as at the end of FY-22

Sl. No	Name of the Circle	Hazardous locations existing at the beginning of the year (FY-21)	Hazardous locations identified from April-21 to Mar-22	Cumulative total Hazardous locations	Hazardous locations rectified from April-21 to Mar-22	Balance Hazardous locations to be rectified	Expenditure incurred towards PMRA works FY-2021 (in Rs crores)	Expenditure incurred towards PMRA works from April-21 to Mar-22 (In Rs crore)	Capital Budget proposed for FY-22 (in Rs crore)
1	2	3	4	5 = (3+4)	6	7=(5-6)	8	9	10
1	Hubballi	3	199	202	202	0	0.73	1.08	0.61
2	Haveri	0	268	268	265	3	0.00	1.33	4.93
3	Sirsi	11	108	120	150	1	11.94	7.41	18.42
4	Belagavi	0	350	350	350	0	1.41	2.56	2.18
5	Chikkodi	25	84	109	102	7	0.25	2.32	2.85
6	Vijayapur	25	330	355	345	10	0.71	2.77	0.00
7	Bagalkot	10	284	294	107	187	0.03	0.39	3.45
HESCOM TOTAL		74	1623	1698	1521	208	15.08	17.85	32.44

Details of Hazardous locations existing in other places as at the end of FY-22

Sl No	Name of the Circle	Hazardous locations existing at the beginning of the year (FY-21)	Hazardous locations identified from April-21 to Mar-22	Cumulative total Hazardous locations	Hazardous locations rectified from April-21 to Mar-22	Balance Hazardous locations to be rectified	Expenditure incurred towards PMRA works FY-2021 (in Rs. crores)	Expenditure incurred towards PMRA works April-21 to Mar-22 (in Rs crore)	Capital Budget proposed FY-22 (in Rs crore)
1	2	3	4	5 = (3+4)	6	7=(5-6)	8	9	10
1	Hubballi	1761	2161	3922	3500	422	1.98	1.78	3.48
2	Haveri	62	1014	1076	861	215	0.593	3.71	6.03
3	Sirsi	383	950	1333	1133	200	7.2	7.45	25.22
4	Belagavi	647	529	1103	839	264	2.61	3.50	8.28
5	Chikkodi	509	644	1153	290	863	2.07	2.31	8.53
6	Vijayapur	368	703	1071	660	411	2.43	2.25	1.5
7	Bagalkot	600	974	1574	463	1111	13.17	1.03	1.67

Details of Hazardous locations existing in School/College premises as at the end of Sep-2022

SI No	Name of the Circle	Hazardous locations existing at the beginning of the year (FY-22)	Hazardous locations identified from April-22 to Jun-22 (1st Qtr)	Hazardous locations identified from Jul-22 to Sep-22 (2nd Qtr)	Cumulative total Hazardous locations	Hazardous locations rectified from April-22 to Jun-22 (1st Qtr)	Hazardous locations rectified from Jul-22 to Sep-22 (2nd Qtr)	Balance Hazardous locations to be rectified	Expenditure incurred towards PMRA works FY-2021 (Rs. in crores)	Expenditure incurred towards PMRA works in crores for prevention of Accidents (1st Qtr) FY-22	Expenditure incurred towards PMRA works in crores for prevention of Accidents (2nd Qtr) FY-22	Capital Budget proposed (Rs. in Crores) FY-23
1	2	3	4	5	6 = (3+4+5)	7	8	9=6-(7+8)	10	11	12	13
1	Hubballi	0	1	0	1	0	0	1	0.04	0	0	1.2
2	Haveri	0	0	0	0	0	0	0	0	0	0	0
3	Sirsi	1	2	0	3	0	3	2	7.03	1.31	0.74	0.02
4	Belagavi	23	107	88	218	67	47	104	1.47	0.05	0.67	1.09
5	Chikkodi	115	9	23	147	14	6	127	0.02	0.01	0	0.93
6	Vijayapur	10	16	16	42	9	14	19	0.01	0.02	0.03	0
7	Bagalkot	187	4	2	193	172	0	21	0.39	0.76	0.28	3.97
HESCOM TOTAL		336	139	129	604	262	70	274	8.96	2.15	1.72	7.20

Details of Hazardous locations existing in other places as at the end of Sep-2022

SI No	Name of the Circle	Hazardous locations existing at the beginning of the year (FY-22)	Hazardous locations identified from April-22 to Jun-22 (1st Qtr)	Hazardous locations identified from Jul-22 to Sep-22 (2nd Qtr)	Cumulative total Hazardous locations	Hazardous locations rectified from April-22 to Jun-22 (1st Qtr)	Hazardous locations rectified from Jul-22 to Sep-22 (2nd Qtr)	Balance Hazardous locations to be rectified	Expenditure incurred towards PMRA works FY-2021 (Rs. in crores)	Expenditure incurred towards PMRA works in crores for prevention of Accidents (1st Qtr) FY-22	Expenditure incurred towards PMRA works in Rs crores 2nd Qtr of FY-22	Capital Budget proposed (Rs. in Crores) FY-23
1	2	3	4	5	6 = (3+4+5)	7	8	9=6-(7+8)	10	11	12	13
1	Hubballi	422	436	493	1331	414	451	521	2.35	0.61	0.53	4.08
2	Haveri	215	93	87	395	242	73	80	0.93	0.72	0.78	3.80
3	Sirsi	200	266	159	625	346	139	140	7.63	2.07	1.31	1.88
4	Belagavi	264	28	210	502	91	200	211	3.219	0.45	1.28	7.04
5	Chikkodi	863	68	96	1027	48	71	908	0.51	0.22	0.37	6.48
6	Vijayapur	333	140	171	644	159	151	334	1.57	1.39	0.77	0.98
7	Bagalkot	1111	164	91	1366	285	80	468	0.40	0.53	0.61	5.03
HESCOM TOTAL		3408	1195	1307	5890	1585	1165	2662	16.62	5.98	5.65	29.29

Details of preventive measures taken to reduce accidents in all divisions

Sl. No	Particulars	FY-22	FY-23	Cumulative total
		Total (Apr-21 to Mar-2022)	Up to Sept-2022	
1	Providing intermediate poles in lengthy span	10571	2709	13280
2	Replacement of broken /deteriorated poles	8141	4913	13054
3	Shifting of DTC Lines to safer place	1583.71	341.00	1924.71
4	Replacement of deteriorated conductor (Kms)	321.37	95.01	416.38
5	Shifting of HT/LT Lines (Kms)	541.32	161.03	702.35
6	DTC Earthing	1999	890	2889
7	LT reconductoring works (Kms)	2477.34	146.18	2623.52
8	HT reconductoring works (Kms)	688.03	99.21	787.24

Details of accidents and expenditures booked towards PMRA works

Sl. No	Year	District	Fatal		Non-Fatal		Animals	Property and crops (Fire accidents)	Total	Expenditure accrued for PMRA works (Rs in crores)
			Dept	Non-Dept	Dept	Non-Dept				
1	FY-21-22	Dharwad	0	9	10	4	10	39	72	2.66
		Gadag	1	7	7	3	13	19	50	1.50
		Uttar Kannada	0	12	3	1	24	11	51	8.40
		Haveri	0	26	5	7	17	68	123	3.79
		Belagavi	0	35	8	8	28	166	245	8.08
		Vijayapur	2	19	1	4	9	76	111	3.37
		Bagalkot	0	23	2	7	18	132	182	2.12
TOTAL			3	131	36	34	119	511	834	29.92
2	2022-23 (up to Sept-2023)	Dharwad	0	5	4	2	19	5	35	0.37
		Gadag	0	5	6	2	6	5	24	0.06
		Uttar Kannada	0	9	3	2	20	3	37	0.36
		Haveri	0	10	6	5	25	6	52	0.27
		Belagavi	0	31	6	4	21	21	83	0.52
		Vijayapur	1	8	0	3	13	6	31	0.27
		Bagalkot	2	7	2	3	13	9	36	0.20
TOTAL			3	75	27	21	117	55	298	2.05

Apart from rectification of hazardous locations, action is being taken to educate the public regarding safe use of equipment regularly at all the district Headquarters. Strictly instructed working staff to adhere to safety norms, to use safety gears and to follow the safety procedure while working. Training programs for maintenance staff are being conducted regularly by HRD wing. All the officers are instructed to ensure that all the linemen in their jurisdiction are provided with proper and adequate safety gear. Reflective Jackets and LED torch have also been procured and allotted to all the divisions in HESCOM, and it is strictly instructed to use them while working.

Commission's Views:

The Commission notes that the HESCOM has taken several remedial measures to improve its distribution network and also has taken up programmes to create awareness and to educate the field staff as well as public about the electrical safety measures. However, despite all these measures taken by the HESCOM, the rate of fatal electrical accidents involving human, animal and livestock is on an increase, which is a matter of serious concern. Going by the elaborate works taken up by HESCOM as reported by it, the accidents especially involving fatal should have been reduced or minimized. From the details of identification, rectification of hazardous locations submitted by HESCOM in its compliance to the preliminary observations, it is seen that still there are significant number of identified hazardous locations are remaining unattended. HESCOM has not furnished any action plan for rectification of the these identified and remaining hazardous locations.

The increase in number of electrical accidents indicates that there is an urgent need for identification and rectification of hazardous installations, more systematically and regularly. Therefore, the HESCOM should continue to focus on identification and rectification of all the hazardous installations including streetlight installations / other electrical works, under the control of local bodies to prevent electrical accidents. HESCOM should also continue to take up awareness campaigns through visual / print media on safety aspects relating to electricity among public.

The Commission is of the view that, HESCOM should continue to carry out more effective periodical maintenance works, provide and install LT protection to distribution transformers, and also ensure use of safety tools & tackles by the field-staff, besides imparting necessary training to the field-staff at regular intervals. HESCOM should direct the field staff to ensure that the earth leakage circuit breakers (ELCB) are installed by the consumers as per the safety code/regulations while availing service to prevent accidents due to internal faults. Sufficient campaign in this regard needs to be done to create awareness among the public about the electrical safety.

The Commission is of the view that the existence of hazardous installations in the distribution network is because of the sub-standard works carried out without adhering to the best and standard practices in construction / expansion of the distribution network. To ensure quality in execution of the works conforming to the standards is the need of the hour to prevent any untoward incidents to public from the failure of equipment / snapping of conductors. HESCOM needs to carryout preventive maintenance works as per pre-arranged schedule as per the Safety Technical Manual issued by the Commission to keep the network equipment in healthy condition besides conducting regular safety audit of its distribution system. HESCOM should also take up regular inspection of consumer installations especially IP sets, pump houses, cow sheds and buildings under construction to identify hazardous installations, educate the consumers about likely hazards and persuade them to take up rectification of such hazardous installations.

The Commission, reiterates its directive that the HESCOM shall continue to take adequate measures to identify and rectify all the hazardous locations / installations existing in its distribution system under action plan to prevent and reduce the number of electrical accidents occurring in its distribution system. Further, it shall also focus on rectifying hazardous consumer installations. Any lapse on the part, the concerned officers / officials should entail them to face disciplinary action.

HESCOM shall submit an action plan for reducing the accidents in its area and the details of envisaged programmes to create awareness and to educate the field staff and public about the electrical safety measures within three months of the date of this Order. The compliance thereon shall be submitted to the Commission on quarterly basis, regularly.