

## **CHAPTER-2**

### **COMPLIANCE TO COMMISSION's DIRECTIVES:**

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

##### **Commission's Views:**

The Commission notes the reply furnished by the ESCOMs. The progress of the HESCOM and GESCOM is above 95%. BESCOM and MESCOM have achieved 93% whereas, the CESC in its petition submitted the progress as 92.7 % but in the reply to the preliminary observation it is 89%. The CESC is directed to clarify the exact progress achieved.

Hence, the Commission while taking note of the ESCOMs' compliance, reiterates that the ESCOMs shall continue to obtain and link the RR Numbers to Aadhaar Numbers of all the IP sets duly completing the authentication process. The ESCOMs shall complete this task within three 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.

##### **Compliance:**

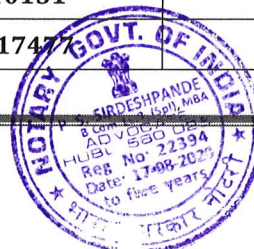
- 1) As per the directions of Hon'ble K.E.R.C., the work of linking Consumer Aadhaar numbers to RR Nos of irrigation pump sets is in progress, the direction has been issued to all the HESCOM offices vide Circular No.: CYS-26 dated: 03 -06-2023
- 2) In monthly revenue review meetings, sub-division wise progress of linking of Aadhaar numbers to irrigation pump sets is verified and 99% progress has already been achieved and the rest of the achievement has been followed up.
- 3) While collecting Aadhaar numbers for irrigation pump sets at field level, we have found the following observations:
  - a) Death of the property owner.
  - b) Name Change issues.
  - c) Family issues, invalid Aadhar & Phone number details.
  - d) Mobile number registered with Adhaar, is not in use.



  
**CONTROLLER (A & R),  
HESCOM, Hubballi.**

The IP Set Aadhar link progress as on 16-11-2024 is as follows

Sl_ No	Division name	Total No. of Live IP Set Installations (10 H.P & Below)	No. of IP Sets RR numbers already Linked with Aadhar Number in Database Up to 16-11-2024	Balance No. of IP Sets RR numbers to be Linked with Aadhar Number in Database as on 16-11-2024
1	Hubli Urban	557	536	21
2	Hubli Rural	9416	9385	31
3	Dharwad Urban	1392	1355	37
4	Dharwad Rural	26284	26100	184
<b>Hubli Circle Total</b>		<b>37649</b>	<b>37376</b>	<b>273</b>
5	Gadag	28206	27630	576
6	Ron	12275	12072	203
<b>Gadag Circle Total</b>		<b>40481</b>	<b>39702</b>	<b>779</b>
7	Haveri	54835	54721	114
8	Ranebennur	57400	57114	286
<b>Haveri Circle Total</b>		<b>112235</b>	<b>111835</b>	<b>400</b>
9	Sirsi	30714	30426	288
10	Dandeli	11352	11341	11
11	Karwar	11679	11382	297
12	Honnar	35851	35264	587
<b>Sirsi Circle Total</b>		<b>89596</b>	<b>88413</b>	<b>1183</b>
<b>Hubli Zone Total</b>		<b>279961</b>	<b>277326</b>	<b>2635</b>
13	Belagavi Urban	663	649	14
14	Belagavi Rural	44356	43711	645
15	Bailahongal	45921	45566	355
16	Ramdurg	23231	23143	88
17	Ghataprabha	61239	60872	367
<b>Belagavi Circle Total</b>		<b>175410</b>	<b>173941</b>	<b>1469</b>
18	Chikkodi	61277	60406	871
19	Raibag	56049	55566	483
20	Athani	75961	75341	620
<b>Cikkodi Circle Total</b>		<b>193287</b>	<b>191313</b>	<b>1974</b>
21	Vijayapur	63099	62393	706
22	B.Bagevadi	49121	49039	82
23	Indi	108083	106210	1873
<b>Vijayapur Circle Total</b>		<b>220303</b>	<b>217642</b>	<b>2661</b>
24	Bagalkot	48233	48146	87
25	Jamakhadi	61743	61623	120
26	Mudhol	48520	47486	1034
<b>Bagalkot Circle Total</b>		<b>158496</b>	<b>157255</b>	<b>1241</b>
<b>Belagavi Zone Total</b>		<b>747496</b>	<b>740151</b>	<b>7345</b>
<b>HESCOM Total</b>		<b>1027457</b>	<b>1017477</b>	<b>9980</b>





**Note: The difference of 959 no. of live installations as per Sept-2024 DCB & Seva Sindhu Portal is due to Non-Update of Newly Serviced installations to Seva Sindhu Portal.**

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

**Commission's Views:**

The Commission notes that though BESCO has initiated the process for setting up a Web Portal for implementing the directive but the same is not completed within the timeframe prescribed by the Commission. There is an inordinate delay in setting up a web portal by BESCO which needs to be expedited.

The Commission directs that BESCO shall complete all the integration process for setting up a Web Portal and share the Web portal to other ESCOMs within 2 (two) months from the date of this order so that all the ESCOMs will use the Portal for implementing the activities thereon.

**Compliance:**

HESCO addressed a letter Dtd:10.10.2023 to BESCO and requested to share the Web Portal for power purchase activities designed for BESCO. Further HESCO addressed one more letter to BESCO dt:01.04.2024 and requested once again to share the Web Portal for power purchase activities designed for BESCO.

Further, PCKL addressed a letter dt:16.08.2024 to BESCO and requested to share the Web Portal for power purchase activities designed for BESCO to other ESCOMs.

Letter Dtd:10.10.2023, 01.04.2024 and 16.08.2024 are enclosed. (Annexure-1)

**3. Setting up of required system to allow for optional pre-paid metering:**

The Commission directed all the ESCOMs to set up a required system to allow for optional pre-paid metering from 01.04.2024.

**Compliance:**

1) Hon'ble Commission vide letter No. KERC/S/F-61/Vol-All/1317, dated 06.02.2024 addressed to MDs of all the distribution licensees of the state has directed as below :

1. From 1st of April 2024, the Distribution Licensees shall provide smart meters to all the new installations with swappable modules with an option for swapping GPRS and RF communication system. However, for the present the Distribution Licensee is directed to adopt GPRS communication system.
2. Consumers should be allowed to buy smart meters from retail outlets, as per the procedure adopted by ESCOMs. Communication should be provided by ESCOMs, as and



when AMISP is appointed by ESCOMs. The management of existing Smart meters can be taken over by AMISP.

3. Till full stack HES is deployed by the ESCOMs, basic Head End System available in the market, may be utilized, on monthly or yearly subscription basis.

4. All Distribution Licensees shall roll out/adopt the new software for billing management within the next 2 months.

2) Regulation No.3 of Karnataka Electricity Regulatory Commission (Pre-paid Smart Metering) Regulations, 2024 is reiterated as below:

3) " Applicability and Procedure for availing facility under pre-paid Meters:

These Regulations shall be applicable to all categories of consumers (new and all existing consumers).

Provided that availing power supply through a smart pre-paid meter shall be at the option of the consumer **except temporary installations, for which it is mandatory.**

3.1 The existing/new consumers of the Distribution licensee may make an application to the licensee for arranging power supply through a smart pre-paid meter. The licensee shall allow the consumer to purchase the meter from the retail outlets of the Licensees, conforming to specified CEA Regulations/ Indian Standards, at their own cost and dispose of the existing meter, as per the existing practice, so as to avoid its misuse."

4) HESCOM has considered new connections including temporary installations with static meters in the past 4 years (FY21 to FY24) and the average of annual incremental LT installations (except BJ/KJ & LT4 ) has been arrived as in below.

Tariff	Description	FY 20-21 (as on 31.03.2021)	FY 21-22 (as on 31.03.2022)		FY 22-23 (as on 31.03.2023)		FY 23-24 (as on 31.03.2024)	
		Total No. of Installations	Total No. of Installations	Y-Y incremental	Total No. of Installations	Y-Y incremental	Total No. of Installations	Y-Y incremental
LT-2	Lighting & AEH	2955780	3071014	1,15,234	3207271	1,36,257	3313796	1,06,525
LT-3	Coml. Lighting	410957	436098	25,141	457865	21,767	477518	19,653
LT-5	LT Industrial	125803	132760	6,957	137241	4,481	141158	3,917
LT-6	SL/WS/EV	78364	81341	2977	86879	5538	89230	2351
LT-7	Temporary Supply (67 HP & Below)	157530	183855	26,325	217142	33,287	256558	39,416
Total LT installations except BJ/KJ & LT4		37,28,434	39,05,068	1,76,634	41,06,398	2,01,330	42,78,260	1,71,862



**CONTROLLER (A & T)  
HESCOM, Hubballi.**



No. of Y-Y incremental Installations averaging for 3 years

1,83,275

- 5) As the HESCOM being the licensee to provide power supply in 7 districts of Karnataka where certain regions are lack of GPRS network (Coastal area and forest area of Uttara kannada and Belagavi districts). With consideration of this technical issue, in order to better usage of smart meter functionalities and that investments made under the project, would not become futile and would not result in creation of stranded assets, 80% of the incremental installations have been considered for smart metering. Hence, the revised annual requirement of smart meter for HESCOM with type of meters is as in below.

Sl. No.	Meter Type	Quantity
1	LT AC Single Phase 2 Wire, 5-30 Amps Smart Energy Meter, Class 1.0 Accuracy with GPRS Communication Module	1,40,000
2	LT AC 3 Phase 4 Wire, 10-60 Amps Smart Energy Meter, Class 1.0 Accuracy with GPRS Communication Module	6,000
3	LT AC 3 Phase 4 Wire CT Operated, 5 Amps Smart Energy Meter, Class 0.5s Accuracy with GPRS Communication Module	1,000
	Total	1,47,000

- 6) BESCOM has invited tender for "design, build and operate the Advance metering Infrastructure (AMI) system in ESCOMs of Karnataka" vide BESCOM/2024-25/SE0193 dt:26-09-2024 as common AMI solution provider (AMISP) among all ESCOMs of Karnataka. The payment towards per meter per month (PMPM) cost derived from this tender for smart meters shall be made by respective ESCOMs on monthly basis on receipt of the invoice from the AMISP as per the payment structure mentioned in the same tender.

In order to comply the regulations and acts of the reference orders, HESCOM has to make **provisions for sale of meters conforming to specified CEA Regulations/ Indian Standards, in the outlets at consumer cost and commissioning, integration and maintenance with required IT support has to be done by the AMISP appointed by BESCOM at respective ESCOMs cost which is under process.**

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

##### Commission's Views:

ESCOMs' 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.



**CONTROLLER (A & R),  
HESCOM, Hubballi.**

The Commission directs that, ESCOMs shall conduct consumer interaction meetings duly ensuring that such meetings are strictly chaired by either the jurisdictional Superintending Engineer or the jurisdictional Executive Engineer and no other officer of a lower rank. **The Commission also hereby declares that, if the consumer interaction meetings are conducted without the participation of the Superintending Engineer or the Executive Engineer, then it will be considered as non-compliance of the Commission's directives 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 ESCOMs 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 on the website of the ESCOMs for reference of the consumers and a report in the prescribed format shall be submitted 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 address all the grievance of the consumers effectively, as is being done now.

### **Compliance:**

Consumer interaction meetings in HESCOM were conducted at the sub- divisional level on every 3<sup>rd</sup> Saturday at every sub-division office compulsorily, as per the directions of the Hon'ble Commission and strict instructions has been issued to all SEE'/EE's of the O & M Circles and Divisions to conduct the consumer interaction meeting once in a quarter in all sub divisions and to ensure that Consumer Interaction Meetings (CIM conducted in each of its O&M sub-division) is chaired by the Superintending Engineers or Divisional Executive Engineers failing which penalty will 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 requires preparation of estimates /company procedures / regulations/ to be followed to redress them. Such, complaints are being attended subsequently.

The abstract of the meetings conducted during FY-24 & FY-25 up to September-2024 is as given below and detail sheet is attached as Annexure-2. (Copy attached herewith).

**FY-24 : April 2023 to March 2024 :**

Sl No	Name of the Circle	No. of Subdivisions existing	No. of CIM to be Conducted	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	9
1	Hubballi	18	216	216	595	575	20	992
2	Haveri	9	108	108	285	279	6	371
3	Sirsi	11	132	132	294	291	3	525
4	Belagavi	13	156	156	731	729	2	996
5	Chikkodi	9	108	108	189	181	8	464
6	Bagalkot	12	144	144	381	381	0	764
7	Vijayapur	13	156	148	669	667	2	1123
	<b>Total</b>	<b>85</b>	<b>1020</b>	<b>1012</b>	<b>3144</b>	<b>3103</b>	<b>41</b>	<b>5235</b>

**FY-25 (April 2024 to September 2024) :**

Sl No	Name of the Circle	No. of Subdivisions existing	No. of CIM to be Conducted	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	9
1	Hubballi	11	66	66	146	143	3	199
2	Gadag	7	42	42	80	80	0	120
3	Haveri	9	54	54	119	119	0	143
4	Sirsi	11	66	66	109	109	0	207
5	Belagavi	13	78	78	361	361	0	543
6	Chikkodi	9	54	54	138	138	0	268
7	Bagalkot	12	72	72	160	160	0	369
8	Vijayapur	13	78	78	316	316	0	415
	<b>Total</b>	<b>85</b>	<b>510</b>	<b>510</b>	<b>1429</b>	<b>1426</b>	<b>3</b>	<b>2264</b>

**5. Directive on implementation of Standards of Performance (SoP):**

**Commission's Views:**

The Commission expresses its displeasure that none of the ESCOMs have developed a suitable mechanism for automatic payment of compensation and also to register the claim for compensation in case of non-compliance of SoP as specified in the Regulations.

The Commission has also reviewed this directive in the meeting held on 28.08.2023 with the ESCOMs. In spite of this, the ESCOMs have not furnished the progress. Further, it is noted that the amount claimed by the consumers for violations of SoP is shown as nil, which goes to say that consumers are not aware of this facility. This is clear that the ESCOMs have failed to take up awareness programme on SoP.

Hence, in order to make the consumers aware of prevailing KERC (Rights of Consumers Relating to Supply of Electricity, Standards of Performance (SoP) and allied matters, Regulations, 2022 specified by the Commission and make the consumers get prompt services from ESCOMs, it is the duty of ESCOMs to take up awareness programmes continuously and display the specified SoP parameters in all their offices, website etc. At the end of SoP, it shall be mentioned that, consumers can claim the compensation automatically from the concerned officers for deficiency in service.

**The Commission while taking note of poor compliance, reiterates that the ESCOMs shall continue to adhere to the directive on the specified Standards of Performance in rendering various services to consumers in a time bound manner and put in place a suitable mechanism for automatic payment of compensation and also to register the claim for compensation in case of non-compliance of SoP.**

The Commission also directs ESCOMs to submit 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 delay in rendering services.

Further, the ESCOMs shall continue to conduct necessary orientation programme for all the field officers and the staff up to linemen level to educate them on the SoP and the consequences of non-adherence to the same.

ESCOMs shall consider and continue bringing in a system of recognizing the best performing sub-division / section in terms of adherence to SoP and publicize such recognition so as to incentivize better performance from the officers / personnel concerned.

#### **Compliance:**

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





in the HESCOM's website: [hescom.karnataka.gov.in](http://hescom.karnataka.gov.in).

The HESCOM is making all efforts to strictly 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 HESCOMs staff, various other stake holders 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 in 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 HESCOMs stall under the DSM activity to make the consumer aware regarding services.

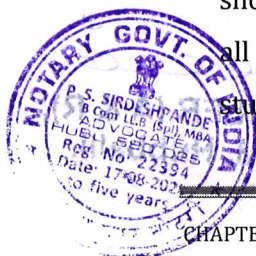
## 6. Directive on use of safety gear by linemen / Power men:

### Commission's Views:

The Commission, while taking note of the ESCOMs compliance of the directive, stresses that the ESCOMs 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 their work on the distribution network.

The power men and other field staff should be imparted with 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 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 ESCOMs shall ensure that, all the power men and other field staff are provided with adequate and appropriate safety equipment and ensure that they use the safety gears/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.



**CONTROLLER (A & R),  
HESCOM, Hubballi.**

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

**Compliance:**

The HESCOM Power men are provided with adequate safety equipment such as Helmets with Electronic Induction Tester, Hand Gloves, tool kits, rain coats, Safety shoes, safety belt 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 & allotted following safety gears during 2022-23.**

Sl No	Name of the Material	Quantity
2022-23		
1	Rainwear	4600 Pairs
2	LED Torch	1600 Nos.
3	Reflective Jackets	2100 Nos.
4	Safety Helmet	3700 Nos
5	Tool kit	4600 sets
6	Safety Belt	3700 Nos
7	Telescopic earthing rod	4200 Nos
8	Rubber Hand Gloves	4200 Pairs
9	Safety Shoes with socks	4200 Pairs

**Proposed safety gears for the Year-2024-25.**

Sl No	Name of the Material	Quantity
2024-25		
1	Rainwear	6000 Pairs
2	Telescopic earthing rod	500 Sets
3	LED Torch	500 Nos.
4	Reflective Jackets	6000 Nos.
5	Safety Helmet	500 Nos
6	Tool kit	500 sets
7	Safety Belt	500 Nos
8	Rubber Hand Gloves	6000 Pairs

The above said materials mentioned Sl.No (3 to 8) in Table 2 have been procured and have been issued to the regular Power Men and for the field staff on contract basis, safety gears will be provided by the Agency. Purchase order for safety materials mentioned Sl.No ( 1 &2) have been placed and soon materials will be issued to the field staff.

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.



**CONTROLLER (A & R),  
HESCOM, Hubballi.**



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.

## **7. Directive on load shedding:**

### **Commission's Views**

The Commission notes that, ESCOMs are making use of the URJA Mitra 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 reasons such as system constraints, breakdowns of lines / equipment, maintenance etc. to the consumers through SMS. The said application is effective only if the entire consumer data is updated into the system. ESCOMs have to take further steps to update the database with the entire consumer strength.

The Commission hereby directs ESCOMs 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. ESCOMs are 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 Commission is of the view that it is the utmost duty of the ESCOMs to maintain the reliability of supply of electricity to the consumers to the level specified in the regulations.

### **Compliance:**

- 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, anticipating the quantum of load shedding 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.

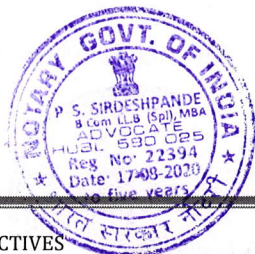


**CONTROLLER (A & R),  
HESCOM, Hubballi.**

- d) Under the guidance of Ministry of Power, Govt. of India, REC Transmission projects Company Limited (RECTPCL), a subsidiary of REC Ltd., had developed Urja Mitra Web portal ([www.urjamitra.com](http://www.urjamitra.com)) and mobile application. **Urja Mitra** was implemented in HESCOM in Oct-2016. HESCOM had provided 4050 no. of 11KV feeders with 42.91 Lakhs consumer data & same were uploaded in Urja Mitra web portal. HESCOM had used "URJA MITRA" Web portal/mobile app developed by MoP for dissemination of SMS on outage information to consumers by field staff. Outage information for both scheduled and unscheduled load shedding were triggered to relevant consumers through SMS's in predefined format, by the concerned AEE, O & M Sub-divisions.

2.63 crores of SMS's were triggered using the Urja Mitra platform for 14031 numbers of scheduled outages and 2679 numbers of unscheduled outages. From Feb-2024 onwards, Urja Mitra application (Web portal & Mobile App) was not functioning properly. Same was intimated to REC. REC had informed us that the Urja Mitra (Outage Management) services were closed & the said scheme was under closer. Due to closure of Urja Mitra services, Urja Mitra application was not available to HESCOM (any ESCOMs) for disseminating both scheduled & unscheduled power outages information to consumers (urban & rural).

- e) 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.
- f) 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.
- g) 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.
- h) 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.
- i) Month wise sub-station wise and feeder wise data on interruptions in power supply is being regularly submitted to KERC every month.



**CONTROLLER (A & R),  
HESCOM, Hubballi.**



## 8. Directive on Energy Audit:

### Commission's Views:

It is observed that the ESCOMs have failed to furnish the energy audit reports in respect of all the metered DTCs in spite of installing meters with AMR facility in RAPDRP towns and installing energy meters to the DTCs in almost entire area of its operations. Similarly, ESCOMs are not furnishing the information on the energy audit of all the 11 kV feeders operating in their jurisdictions 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. **The Commission notes that ESCOMs should have taken action to continue the energy audit of DTCs for which the metering is completed and directs ESCOMs to take up the energy audit without making the metering infrastructure so provided at a huge cost as a stranded asset.**

Further, the energy audit reports of cities / towns with detailed analysis are not being submitted regularly to the Commission. The ESCOMs need 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 loss levels of less than 15% per cent in all towns. It is noted that there are many towns and cities whose energy losses are more and ESCOMs are directed to focus on the towns and cities having a high distribution loss levels and take corrective measures to bring down the losses. ESCOMs are directed to conduct such energy audit and submit compliance thereon every quarter, regularly to the Commission.

Therefore, ESCOMs are 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. 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 ESCOMs to continue to conduct workshops for educating the officers of all cadre on the importance of conducting 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, maintaining energy meters provided to the DTCs, Metering of Street light installations, replacement of electromechanical meters, etc. Further, the feeder- wise and DTC-wise energy audit shall be reviewed in the review meetings

at the Circle/Division level every month.

The Commission directs all the ESCOMs to submit a consolidated energy audit report for the FY24, before 31st June 2024, as per the formats prescribed by the Commission.

### **Compliance:**

In HESCOM the Energy audit of 16 towns which have population of more than 50000 is being carried out in HESCOM. The below mentioned matrix shows average energy losses recorded from FY-24 & FY-23 up to August 2024 in these 16 towns.

**Table -49: Loss Level in Towns/Cities.**

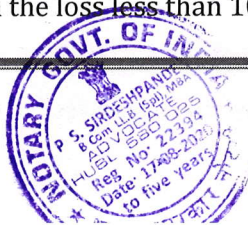
Year	No. of towns Monitoring	No. of Town/ Cities loss under	
		Below 15%	Above 15 %
FY -24	16	16	0
1 <sup>st</sup> Qtr of FY -25 Consolidated	16	16	0
2 <sup>nd</sup> Qtr of FY -25 Consolidated	16	16	0
FY -25 Consolidated Up to Sept-2024	16	16	0

Year	Name of the Town / Cities where loss range is	
	Below 10%	Above 10 %
FY -24	RANEBENNUR, BAGALKOTE, DANDELI, KARWAR, DHARAWD(U), NIPPANI, ILAKAL, HAVERI, HUBLI, SIRSI, GADAG, JAMAKHANDI, GOKAK, BELAGAVI, RABAKAVI+BANAHATTI, VIJAYPUR, RANEBENNUR, NIPPANI	NIL
1 <sup>st</sup> Qtr of FY -25	RANEBENNUR, BAGALKOTE, DANDELI, KARWAR, DHARAWD(U), NIPPANI, ILAKAL, HAVERI, HUBLI, SIRSI, GADAG, JAMAKHANDI, GOKAK, BELAGAVI, RABAKAVI+BANAHATTI, VIJAYPUR, RANEBENNUR, NIPPANI	NIL
2 <sup>nd</sup> Qtr of FY -25	RANEBENNUR, BAGALKOTE, DANDELI, KARWAR, DHARAWD(U), NIPPANI, ILAKAL, HAVERI, HUBLI, SIRSI, GADAG, JAMAKHANDI, GOKAK, BELAGAVI, RABAKAVI+BANAHATTI, VIJAYPUR, RANEBENNUR, NIPPANI	NIL
FY -25 Consolidated Up to Sept- 2024	RANEBENNUR, BAGALKOTE, DANDELI, KARWAR, DHARAWD(U), NIPPANI, ILAKAL, HAVERI, HUBLI, SIRSI, GADAG, JAMAKHANDI, GOKAK, BELAGAVI, RABAKAVI+BANAHATTI, VIJAYPUR, RANEBENNUR, NIPPANI	NIL

As per above data for FY-24 the loss level in all 16 towns are less than 15% and in FY-25(Up to Sept-2024) also the loss level in all 16 towns is less than 15%.

As per the above Table month wise Town Energy Audit of 16 Towns up to Sept-2024 is furnished, further month wise energy audit reports of Cities/towns will be submitted to Hon'ble 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 loss less than 10%.





### DTC Energy Audit:

Month wise	Existing DTCs	Metered DTC	No. of DTCs for which DTC wise Energy audit done	<5%	5% to 10%	10% to 15%	15% to 20%	>20
Apr-24	312214	66926	10837	5030	3044	1416	704	643
May-24	313683	67055	11008	5167	3106	1400	656	679
Jun-24	315772	67076	10799	5168	3035	1272	744	580
Jul-24	316560	67078	10700	5269	2949	1246	763	473
Aug-24	317432	67086	10547	5087	2790	1307	724	639
Sept-24	317890	67094	10573	4882	2931	1468	704	588

### NOTE:

- 1) The details furnished above are up to Sept-2024.
- 2) Out of 3,17,890 nos. of existing DTC's 2,29,880 no's of DTC's are fed from EIP / Single installation DTCs which need not to be metered.

### Feeder wise Energy Audit :

- There are 4261 Nos. of 11kv feeders existing in HESCOM Jurisdiction as at the end of August 2024 . All the feeders are monitored continuously by way of feeder-wise energy audit. Monthly audit of all the feeders are carried out to monitor the distribution loss of each feeder.
- For all category of 11kv feeders Targets have been fixed and monthly 11kv Distribution losses are monitored accordingly.



TARGET LOSS %	
URBAN	8.00%
INDUSTRIAL	5.00%
RURAL	10.00%
NJY	13.00%
EIP	15.00%
WATER SUPPLY	8.00%

- 11kv Feeder Category wise Nodal Officers have been appointed for monitoring of the Distribution losses.
- Further awareness is being created by educating all the field staff through trainings regarding importance of conducting energy audit.
- Monthly meetings have been carried out to monitor feeder wise energy audit and all the Circle/divisional/Sub divisional officers are directed to conduct meetings at their level to educate all the officers/officials regarding energy audit. Also continuous effort is being made towards trajectory reduction plan as directed by Hon'ble KERC .

**CONTROLLER (A & R),  
HESCOM, Hubballi.**

The 11 KV feeder Audited feeder details Aug-2024 DCB are given below.

**11 KV FEEDERS DETAILS (as on August 2024)**

No. of 11kV Feeders						Total
Urban	Rural (non-segregated combined)	NJY / DDUGJY (segregated feeder)	EIP (segregated agri feeder)	Water Supply	Industrial	
442	176	814	2582	121	126	4261

**Audited feeder details for Aug-2024 DCB**

11 KV Feeders Audit								
Name of the company	No of Audited feeders	Balance to be audited feeders	Distribution loss					Total
			<5%	5-10%	10-15%	15-20%	>20	
HESCOM	4172	89	387	718	1423	793	851	4261

**9. Directive on Prevention of Electrical Accidents:**

**Commission's Views:**

The Commission observes that despite several remedial measures reported to have been taken to improve the distribution network by the ESCOMs, the increased occurrence of electrical fatal accidents in the state is alarming. It is disheartening to know that precious lives are lost due to these electrical accidents. The Commission has been expressing to ESCOMs in no uncertain ways to reduce/minimize the electrical accidents. Further, the reported statement of action taken for creating awareness to educate the field staff as well as public about the electrical safety measures, has not yielded good results. This is evident from the facts that the most of electrical accidents that have taken place in the State during the past years, are due to snapping of LT / HT lines, inadequate clear from the buildings, inadequate clearances of overhead lines along /across roads, accidental contact with live LT / HT / EHT lines / equipment in the streets, live wires hanging around the electric poles / transformers, sagging of LT/HT lines, violation / neglect of safety measures, lack of supervision, inadequate / lack of maintenance, etc., posing great danger to human lives. ESCOMs have to take stringent measures to identify and set right hazardous locations which are the major causes of electrical fatal accidents and to avoid fatal accidents and consequent losses of lives of human beings and livestock.

The Commission is of the view that, ESCOMs 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. ESCOMs should direct the field staff to ensure that the earth leakage circuit breakers (ELCBs) are installed by the consumers as per the safety code/regulations while availing service in order 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 firm 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. Ensuring 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. It is all the more important that the ESCOMs need to carryout preventive maintenance works relentlessly as per pre-arranged schedule in terms of the Safety Technical Manual issued by the Commission, to keep the network equipment/lines in healthy condition besides conducting regular safety audit of their distribution system. It is also need of the hour to tackle negligence of the field staff, if the above corrective measures are not taken by them, to prevent/minimise electrical accidents, the ESCOMs have to take suitable action on the erring staff.

The ESCOMs are further directed to 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.

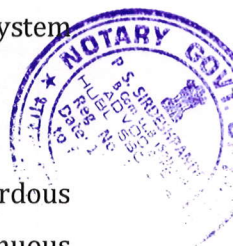
Therefore, the Commission reiterates the directive to the ESCOMs to speed up the work of identification and rectification of hazardous locations and also to submit a strategic action plan along with the details of number of locations identified, rectified and the balance number of such locations to prevent electrical accidents in the Distribution system quarterly, to the Commission.

### **Compliance:**

HESCOM is continuously engaged in identification and rectification of all the hazardous locations/installation to prevent electrical accidents. HESCOM is striving to have continuous awareness campaigns through visual/print media/programmes and on safety aspects among public. Along with this the following measures has been taken for prevention of accidents to Employees/consumers/Pubic.

As per kind directions of Hon'ble commission HESCOM is making continuous effort to bring down the Hazardous locations existing in the distribution network.

- The total number of Hazardous locations in FY-24 & FY-25 (upto September-2024) including opening balance and identified are 4449 Nos.
- At the end of Sept 24 rectified are 1637 Nos.
- Balance to be rectified are 2812 Nos at the end of Sept-24.



A handwritten signature in blue ink, appearing to be "A. Srinivasan".  
**CONTROLLER (A & R),  
HESCOM, Hubballi.**

**Details of Hazardous locations identified and rectified for FY-24**

Sl No	Company	Hazardous locations existing at the beginning of the year (FY-24)	Hazardous locations identified from April-23 to March-24	Cumulative total Hazardous locations	TOTAL No. of Locations rectified	Balance Hazardous locations to be rectified
	HESCOM	3110	3790	6900	4993	1907

**Details of Hazardous locations identified and rectified for FY-25 (upto Sept-24)**

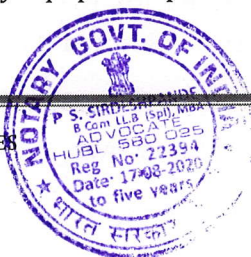
Sl No	Company	Hazardous locations existing at the beginning of the year (FY-25)	Hazardous locations identified from April-24 to June-24	Cumulative total Hazardous locations	TOTAL No. of Locations rectified	Balance Hazardous locations to be rectified
1	2	3	4	5=(3+4)	6	7=(5-6)
	HESCOM	1907	2542	4449	1637	2812

Various works in respect of Preventive Measures to reduce accidents has been taken up in all the divisions for which Capital Budget of Rs. 75.34 crs is allotted for the current financial year towards PMREA works and some of the works are listed as below.

Sl. No	Particulars	FY-23	FY-24	FY-25	Cumulative total
		Total (Apr-22 to Mar-2023)	Total (Apr-23 to Mar-2024)	Total (Apr-24 to Sept-2024)	
1	Providing intermediate poles in lengthy span	17221	10070	3021	30312
2	Replacement of Broken /Detoriated poles	16097	8497	5802	30396
3	Shifting of DTC Lines to safer place	2508	914	295	3716.79
4	Replacement of detoriated conductor ( Kms)	543.0	418.59	56.77	1018.35
5	Shifting of HT/LT Lines ( Kms)	974.0	574.34	136.49	1684.83
6	DTC Earthing	3757	800	169	4726
7	LT reconductoring works ( Kms)	2381.00	515.97	106.00	3003.0
8	HT reconductoring works ( Kms)	739.00	265.74	36.40	1041.14

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

The HESCOM Power men are provided with adequate safety equipment such as Helmets with Electronic Induction Tester, Hand Gloves, tool kits, rain coats, Safety shoes, safety belt 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.



**CONTROLLER (A & R),  
HESCOM, Hubballi.**



**Proposed safety gears for the Year-2024-25.**

SI No	Name of the Material	Quantity
2024-25		
1	Rainwear	6000 Pairs
2	Telescopic earthing rod	500 Sets
3	LED Torch	500 Nos.
4	Reflective Jackets	6000 Nos.
5	Safety Helmet	500 Nos
6	Tool kit	500 sets
7	Safety Belt	500 Nos
8	Rubber Hand Gloves	6000 Pairs

- 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.
- Safety manuals are circulated among all the Divisional /sub-divisional officers and instructed for implementation of safety rules in fields.
- Procurement of safety materials such as safety belts (and safety goggles, safety shoes and Rubber hand gloves is made as per the requirement and need.
- Further, the concerned officers are regularly cross checking about adhering to safety norms by Power men and taking disciplinary action on the concerned if they are not using the safety gear provided to them.
- HESCOM is conducting regular training programme to all the Power men and all maintenance staff 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.

All efforts will be made to bring down the number of Hazardous locations identified in School / Colleges and Hostel premises will be rectified within time bond manner and for this a budgetary provision has been made to take up these works on war foot basis. HESCOM will strive to bring down the Nos. of accidents to minimum numbers.

Various PMREA works are taken across HESCOM to reduce the accidents and Action is being taken:

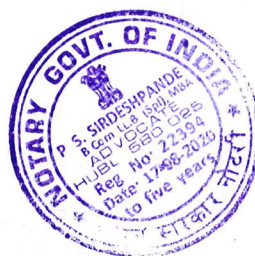
- To educate the large public regarding safe use of equipment's.
- Consumer awareness programmes are arranged regarding safety at all the district Headquarters about electrical safety.



**CONTROLLER (A & R),  
HESCOM, Hubballi.**

- Working staffs are strictly instructed 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 regarding safety.
- All the officers are instructed to ensure that all the linemen in their jurisdiction are provided with proper and adequate safety gear.
- The linemen are instructed to compulsorily use such safety gears provided to them while working on the network.
- The Chief Engineers of respective zone are authorized to procure good quality tool kits and safety belts to be provided to linemen coming under their jurisdiction.
- 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.
- Safety manuals are circulated among all the Divisional /sub-divisional officers and instructed for implementation of safety rules in fields.

  
**CONTROLLER (A & R),  
HESCOM, Hubballi.**



**ATTESTED**

**NOTARY**