

CHAPTER-3

HESCOM ACTIVITIES

Vigilance Activities: To prevent/minimize theft and misuse of electricity and thereby avoiding electrical accidents to the consumers a special Police set-up called vigilance cell is established in HESCOM covering 7 Districts' viz Dharwad, Belagavi, Uttara Kannada, Gadag, Vijayapur, Bagalkot & Haveri.

This unit is headed by Superintendent of Police, whose head quarter is located in first floor of o/o Chief Engineer (Ele), Hubli Zone, Shivaganga Layout, Keshwapur Hubli-23. One DSP & One Ex. Engineer (El) is also working under this office which is also located in first floor of same building. 8 No's of Vigilance police stations are located as below.

- | | |
|----------|-------------|
| 1)Hubli | 5) Belagavi |
| 2)Gadag | 6) Chikkodi |
| 3)Haveri | 7) Vijaypur |
| 4)Karwar | 8) Bagalkot |

Technically Qualified Asst. Ex. Engineers/Assistant Engineers, also work in this Vigilance Wing under the guidance/supervision of One Executive Engineer who is also a part of Vigilance wing to look after and guide Technical issues under the guidance of GM (Tech) Corporate office.

The charge sheets of cognizable cases are submitted to the District Session courts which are in operation in respective 7 District Head Quarters viz Dharwad, Uttara Kannada, Gadag, Haveri, Belagavi, Vijayapur and Bagalkot. In Belagavi District 2 No's of Vigilance police stations are in operation viz. Belagavi and Chikkodi. Hence, the trials of cognizable electricity theft cases are addressed in Belagavi District Session Court.

Vigilance Activities:

1. Identify the theft prone areas at any Section/Sub-division and to conduct raid on the same periodically.
2. To obtain the list of Sub-normally consuming installation from Sub-Division and Conduct raids on the same.
3. Feeder wise and DTC wise energy audit is to be taken up and to conduct raids verifications on the installations of DTC's on which more T & D losses found.
4. To create cordial relationship with the Sub-Division level employees such as Linemen, GVPs, meter reader, public also and to collect information regarding theft & misuse of electricity and to conduct raid based on information collected. Informants to be rewarded with incentives.
5. Create awareness between HESCOM, Gram Panchayat and Consumers regarding efficient usage of Street Light and water supply and also avoid theft/misuse of energy.
6. Any complaints/Petitions from the public & any work assigned by corporate office.

Progress achieved in booking of theft cases is as indicated below.

Financial year	No of installations checked	Cognizable cases booked			Total	Misc. cases		Total		Recovery			
		cases	BBC (in Crores)	Compounding (in Crores)		cases	BBC (in Crores)	cases	BBC cog / Misc. & compounding (in Crores)	Cog BBC (in Crores)	Compounding (in Crores)	Misc. BBC (in Crores)	Total
FY -24 (April 23-March-24)	35558	2359	2.00	0.77	2.75	4366	7.72	6725	10.47	1.79	1.52	7.98	10.48
FY-25 (April 24 to Sept-24)	17188	1281	1.06	0.53	1.59	2169	3.83	3450	5.42	0.97	0.36	5.62	6.95

Vigilance Activities of Inspections of installations

Vigilance Activities of Inspections of installations in (level-4 only). up to September 2024							
Period	Category	No of installations	No of cases identified under		Total units quantified	BBC Amount assessed (Cog & Non Cog) (Amt. in Rs)	Compounding charges (Amt. in Rs)
			Cog	Non Cog			
FY -2023-24 (Apr-23 to March-24)	LT-3	2758	111	379	239265	7998979	1053000
	LT-5	1380	143	135	108760	3707632	1014600
FY-24-25 (Up to Sept-24)	LT-3	1333	84	184	143595	4049571	322000
	LT-5	768	79	103	122225	3061453	638000



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

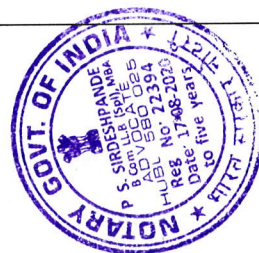
QUALITY OF SERVICE:

11 KV interruption details for FY-24 and FY-25 up to Sep-2024

Year	Division	Name of Area	No. of 11kV feeders	No. of interruption (Excluding LS)	Duration of interruption in Hrs (Excluding LS)	No. of consumer	Avg. No. of interruptions per 11 KV feeder (Nos)	Avg. duration of interruptions per 11 KV feeder (Hrs)	Avg. No. of interruptions per consumer (Nos)	Avg. duration of interruptions per consumer (Hrs)
1		2	3	4	6	7	8=4/3	9=6/3	10=4/7	11=6/7
FY-24	Belagavi Zone	Rural feeders	2699	836174	642535	2486893	310	238.06	0.34	0.26
		Urban feeders	242	44960	162165	943799	186	670.10	0.05	0.17
FY-25 upto Sep-2024		Rural feeders	2814	503972	488241	2527272	179	173.50	0.20	0.19
		Urban feeders	244	26821	238333	1013385	110	976.77	0.03	0.24
FY-24	Hubballi Zone	Rural feeders	968	573662	363447	1404452	593	375.46	0.41	0.26
		Urban feeders	255	63965	60839	1002156	251	238.59	0.06	0.06
FY-25 upto Sep-2024		Rural feeders	993	389239	336416	1426112	392	338.79	0.27	0.24
		Urban feeders	258	43801	65650	1020288	170	254.46	0.04	0.06
FY-24	HESCOM	Rural feeders	3667	1409836	1005982	3891345	384	274.33	0.36	0.26
		Urban feeders	497	108925	223004	1945955	219	448.70	0.06	0.11
FY-25 upto Sep-2024		Rural feeders	3807	893211	824656	3953384	235	216.62	0.23	0.21
		Urban feeders	502	70622	303983	2033673	141	605.54	0.03	0.15

The power supply during FY 23 & FY-24&25 is generally arranged as noted below (in Hrs)

Feeder Category	Urban	NJY	EIP		Industrial/HT/EHT /Water Supply
			3ph	Open delta for feeders with farm houses	
FY-23	24	24	07	04-12 (Restricted to lighting load of farm houses and pattern of 3-ph PS arrangement)	24
Hours of power supply assumed to be arranged in hrs					
FY-24	24	24	07	04-12 (Restricted to lighting load of farm houses and pattern of 3-ph PS arrangement)	24
FY-25	24	24	07	04-12 (Restricted to lighting load of farm houses and pattern of 3-ph PS arrangement)	24



[Signature]
**CONTROLLER (A & R),
HESCOM, Hubballi.**

HT LT Ratio: HESCOM has taken up improvement works under various schemes to reduce the LT to HT ratio. Details of LT/11 KV lines existing in company are as follows.

Details of 11KV/LT Lines

Year	Length in Km		HT : LT Ratio
	11KV Line	LT Line	
2022-23	97284.22	146660.52	1.50
2023-24	103200.62	152752.74	1.48
2024-25 (up to Sept-2024)	104737.01	153760.36	1.46

DISTRIBUTION TRANSFORMER FAILURE:

Due to ageing of transformers and due to over loading of transformers failure rate is more in some of the divisions.

In this regard directions are issued to all the field officers to provide additional transformers & to enhance the capacity in order to reduce the transformer failure due to overloading. Further action is being initiated to scrap & replace the age old transformers in phased manner. Periodical maintenance is being carried out on transformers centers & LT lines. Directions are also issued to analyze the reason for failure before replacement.

The below mentioned table shows the failure of Distribution Transformers for the period FY-23, FY-24 & FY-25 (upto-Sept-24)

Fin. Year	2022-23	2023-24	2024-25 (upto-September-24)
Existing Trfrs.	2,62,440	3,02,536	3,17,890
Trfrs. Failed	42,515	42,176	20,575
% of failure	16.20	13.94	6.47

In HESCOM there are around 317890 Nos., of transformers existing as on September-2024 in the distribution network. Yearly around 10,000 Nos., of transformers are newly injected in the system from works like UNIP, NJY, Ganga Kalyan, self-execution works, Buildings, layouts, etc. Annual percentage failure of distribution transformers is around 13.94% of the existing transformers in the system. Failed transformers are to be replaced at the earliest to maintain reliability in power supply.

Failed transformers are to be replaced within 24 Hours in Urban areas and within 72 Hours in Rural areas as per KERC Guidelines. There are 26 Nos., of Transformer Banks to maintain good transformers as a buffer stock.

As per the directions of GoK, Taluka wise transformer Repair centers are to be established. Accordingly, in HESCOM there are 3 Nos., of Mega Repair Centers out of which 2 Nos. are maintained by M/s. NGEF Ltd., Hubballi and 1 No by M/s. Prakash Metal Products, Hubballi and

total 53 Nos., of local repair centers established across HESCOM which are maintained by various agencies.

HESCOM has introduced the toll free services (Toll Free No.1800-4254754) for reporting of failed transformer from 29.06.2021 for early & quick replacement of failed transformers in HESCOM jurisdiction.

Distribution Transformer Life Cycle Management (DTLMS) Software is being used to monitor the life cycle of the distribution transformers.

Consumer Grievance Re-Dressal forums: District Consumer Grievance Re-Dressal forums are functioning at each district headquarters at Dharwad, Haveri, Uttara Kannada, Belgaum, Bagalkot, Haveri, Vijayapura and Gadag under HESCOM Jurisdiction. The Progress for FY-25 as on the quarter ending on 30th September 2024 is as noted below.

QUARTERLY PROGRESS REPORT ON FUNCTIONING OF DISTRICT LEVEL CONSUMER GRIEVANCE REDRESSAL FORUMS (CGRFs):

Name of CGRF of Revenue District	Number of grievances outstanding at the end of the previous quarter (31.03.2024)	Number of grievances received during the year	Number of grievances disposed during the year	Number of grievances Pending at the end of the present quarter Sep-24	Details of pendency					Number of sittings of CGRF in the year	No of cases/grievances where decision in favour of licensee (ESCOM)	No of cases grievances where decision favour of applicant (consumer)
					Within two months	More than two months and less than six months	More than six months and less than one year	More than one year and less than two years	More than two years			
1	2	3	4	5	6					7	8	9
					a	b	c	d	e			
Dharwad	1	1	0	2	0	2	0	0	0	3	0	0
Gadag	0	0	0	0	0	0	0	0	0	0	0	0
Haveri	1	0	1	0	0	0	0	0	0	1	1	0
Uttara Kannada	0	0	0	0	0	0	0	0	0	0	0	0
Belagavi	0	4	0	4	3	1	0	0	0	0	0	0
Bagalakot	5	1	2	4	0	0	4	0	0	1	2	0
Vijayapur	0	0	0	0	0	0	0	0	0	0	0	0
Total	7	6	3	10	3	3	4	0	0	5	3	0

To create awareness about the functioning of CGRF among the public advertisement has been issued in Kannada newspapers. Paper notification also issued in the newspapers for the benefit of consumers. All efforts are being made to give publicity to the CGRF, so that the consumers can get their HESCOM grievances solve at the earliest.



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

**HRD ACTIVITIES PROGRESS AND ACTION PLAN FOR FILING FOR FY-2025
PROGRESS DURING THE FY 2023-24 (UP TO SEPT-24):**

Training programmes for Group A & B staff (From April-2023 to September-2024):

Sl. No.	Subject	Date of Training	Training Organized by
1	Structural Health Monitoring corrosion Management and waterproofing of Buildings & RC structures and their Remedial Engineering	17 th , 18 th & 19 th April 2023	Cerebral Academy of Technological Sciences, Delhi
2	4th Annual India Power Conference 2023	20th & 21st April 2023	Organized by Elekore Hotel Le- Meridien, New Delhi
3	Goods and Service Tax for the officers of PSUs. GOK	30 th June & 1 st July 2023	Organized by Fiscal Policy Institute, GOK Bangalore
4	E-procurement Karnataka Portal 2.0	10 th & 11 th July 2023	organized by E-Governance
5	E-procurement Karnataka Portal 2.0	12 th & 13 th July 2023	organized by E-Governance
6	Goods and Service Tax	24 th & 25 th July 2023	organized by Fiscal Policy Institute, Bangalore.
7	Public Procurement Procedure and Contract Management	26 th to 28 th July 2023	organized by Fiscal Policy Institute, Bangalore.
8	ಇಲಾಖಾ ವಿಷಯ ನಿರ್ವಹಣಾ	1 st to 5 th Aug 2023	ಆಡಳಿತ ತರಬೇತಿ ಸಂಸ್ಥೆ, ಮೈಸೂರು
9	Contract Management, Negotiation Skills and Arbitration	4 th & 5 th Aug 2023	HESCOM Corporate Office, Hubballi
10	Public Procurement Procedure and Contract Management	29 th & 31 st Aug 2023	organized by Fiscal Policy Institute, Bangalore
11	Electrical Safety	14 th to 16 th Sep 2023	Power distribution utility sponsored by REC, Hyderabad at HESCOM Corporate Office, Hubballi
12	Electrical Safety	20 th to 22 nd Sep 2023	Power distribution utility sponsored by REC, Hyderabad at Engineers Association Building, Belagavi
13	Goods and Service Tax	21 st & 22 nd Sep 2023	organized by Fiscal Policy institute, Bangalore
14	Master Trainers for Solarization of IP Sets	16 th Nov 2023	KREDL Institute Bangalore
15	Finance for Non-Finance officers	22 nd to 29 th Dec 2023	Director office, Fiscal Policy Institute, Kengeri Bangalore
16	Advanced Electrical Systems	1 st to 20 th Jan 2024	Dept. of Electrical and Electronics Engineering NITK Surathkal Mangalore-575025
17	24 th Regulatory & Policymaker Retreat	8 th to 11 th Feb 2024	Shoonya Farm Retreat, Belagavi
18	Techno Commercial Improvement of DISCOMS	15 th & 16 th Feb 2024	RECIPMT, Hyderabad (ONLINE)
19	Data Analytics web portal on SCADA data	2 nd March 2024	SLDC, KPTCL office, Bangalore
20	Overview of power sector policy and Regulations in India	13 th to 15 th June 2024	IRDRI Campus, Belgundi Belgaum
21	Finance for Non-Finance Officers	29 th to 31 st July 2024	Fiscal Policy Institute, Bangalore
22	Goods and Service Tax (GST)	18 th & 19 th Sep 2024	Fiscal Policy Institute, Bangalore



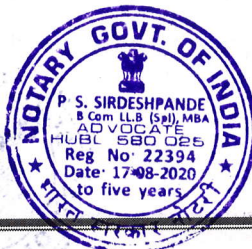
**CONTROLLER (A & R),
HESCOM, Hubballi.**

Details of Training Programmes are as follows:

Sl. No.	Date of Training	No. of Days Trained	Group A&B	Total No. of Employees
1	17 th , 18 th & 19 th April 2023	3	1	1
2	20 th & 21 st April 2023	2	1	1
3	30 th June & 1 st July 2023	2	6	6
4	10 th & 11 th July 2023	2	21	21
5	12 th & 13 th July 2023	2	18	18
6	24 th & 25 th July 2023	2	5	5
7	26 th to 28 th July 2023	3	5	5
8	1 st to 5 th Aug 2023	5	2	2
9	4 th & 5 th Aug 2023	2	26	26
10	29 th & 31 st Aug 2023	3	4	4
11	14 th to 16 th Sep 2023	3	30	30
12	20 th to 22 nd Sep 2023	3	30	30
13	21 st & 22 nd Sep 2023	2	7	7
14	16 th Nov 2023	1	20	20
15	22 nd to 29 th Dec 2023	8	2	2
16	1 st to 20 th Jan 2024	20	2	2
17	8 th to 11 th Feb 2024	4	4	4
18	15 th & 16 th Feb 2024	2	59	19
19	2 nd March 2024	1	5	5
20	13 th to 15 th June 2024	3	2	2
21	29 th to 31 st July 2024	3	3	3
22	18 th & 19 th Sep 2024	2	3	3
Total				216

Progress for FY 2023-24 (Apr-2023 to Sept-2024):

1. As per Karnataka Govt. Apprenticeship Act-1961, one year Apprenticeship training was imparted to 52 ITI passed candidates from 15.09.2022 to 14.09.2023.
2. As per Karnataka Govt. Apprenticeship Act-1961, one year Apprenticeship training for 29 Nos of BE passed and 10 Nos. of Diploma passed candidates was imparted from 16.03.2023 to 15.03.2024.
3. Pre-promotional training of 28 working days was conducted for 268 No. of MR/ OS/ ASK/ Operator to be promoted as Junior Engineers as per the seniority list.
4. Pre-promotional training of 28 working days was conducted for 281 No. of SSLC passed Line Maintenance staff to be promoted as MR/ OS/ ASK/ Operator as per the seniority list.



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

ACTION PLAN FOR FY 2024-25 (Oct-2024 TO Mar-2025)

1. As per Karnataka Govt. Apprenticeship Act-1961, one year Apprenticeship training will be provided to 65 Nos. of BE passed and 11 Nos. of Diploma passed candidates.
2. National Training Programme for C & D group employees sponsored by REC is stopped and not conducted in HESCOM since 2022.
3. 3 days of Non-residential Refresher training programme is planned for all the D group of employees of HESCOM in co-ordination with Engineering Colleges who have MoU with HESCOM for internship of their students in HESCOM.
4. Pre-promotional training of 28 working days will be conducted for 349 No. of SSLC passed Line Maintenance staff to be promoted as MR/ OS/ ASK/ Operator as per the seniority list.
5. During the FY-2025-26, induction/pre-employment training programme will be conducted for newly recruited C&D group employees of HESCOM as per the directions of the management.

IT initiatives :

- a) **HESCOM Website:** HUBLI ELECTRICITY SUPPLY COMPANY LIMITED has designed and developed its website by utilizing the template designed by Centre for e-Governance (CeG). The HESCOM website is developed by incorporating GIGW (Government of India Guidelines for Website), Accessibility guidelines and Kannada Abhivruddhi Pradhikara recommendations. The GIGW complaint website being interactive with citizen, handicapped friendly and also has inbuilt mechanism for regular updating of information on the websites. The URL for the HESCOM website is <https://hescom.karnataka.gov.in/>.
- b) **PLO (Paperless Office):** PLO is implemented w. e. f 08.01.2012 to reduce usage of paper and fast tracking of correspondence through software with minimal time. PLO is successfully implemented in Corporate Office, HESCOM. Major benefits of PLO are Cost & Space Management, Data Retrieval, access anywhere and security.
- c) **Bio Metric Devices:** Web based Bio Metric devices have been installed at 26 locations in 1st phase and at 97 locations in 2nd phase. This device captures the in-time, out-time of Employees by taking finger scan. The Attendance is available online. Various Reports can be taken from Biometric attendance software. At Present, Face Detection Bio Metric devices are using at Corporate Office.
- d) **Karnataka Public Procurement Portal (KPPP):** Government of Karnataka (GoK) through its Implementing Agency Center for E-Governance has implemented single, unified, end to end, KPPP platform in Karnataka. The KPPP system has been implemented in HESCOM to procure goods, work contract and services.



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

e) **Government e-Marketplace (GEM):** GeM, the National Public Procurement Portal registered under the companies Act, 2013 for providing procurement of goods and services required by Central & State Government organizations.

HESCOM has adopted this new concept and initiated to procure IT hardware through GeM Portal from Jan 2017. Purchase through GeM Portal has simplified the Procurement process and Provides transparency and ease of buying.

f) **ATP (Any Time payment) counters:** Any Time Payment KIOSKS were installed in HESCOM for 55 no's of locations which is enabling HESCOM consumers to pay their electricity bills 24X7 days. Any Time Payment KIOSKS are providing following facilities to the consumers.

- Improved Service Levels for Consumers.
- Consumers can pay the electricity bills through Cash/Cheque/DD/Debit / Credit Cards.
- Can be used for collecting Electricity payments any time.
- User friendly machines, elimination of human element for payment Process. Reduction in time of payment for end users (no queuing).

g) **ECS (Electronic Clearing System):** ECS is being implemented in HESCOM. Under ECS facility, the consumer can make their bill payments through their bank account by giving a mandate to do so in respective accounting units.

h) **Billing Activities & Online Payment facility:** HESCOM has provided a web based software solution to all the consumers in their jurisdiction for generation of bills and issue of receipts, collection of Electricity bills with various modes such as through online banking, BBPS/ ECS, Debit card/Credit Card/Wallet/ATP/Karnataka one. etc.

i) **Mobile Cash Counter (MCC):** provides services to the door step of Non RAPDRP areas consumers, which enables spot collection of payments and receipts, will be provided to its consumers. This service has been enabled in HESCOM from May 2017 in its Sub divisions/Accounting sections.

j) **Distribution Transformer Lifecycle Management Software- DTLMS:**

For the proper maintenance and monitoring of Distribution Transformers, HESCOM has adopted the Distribution Transformer Life Management Software (DTLMS).

- 1) Movement of Transformers can be tracked from the date of its inception till it gets Scrapped.
- 2) Performance of Transformers and DTCs can be measured more accurately.
- 3) Through its use, it will be easy to determine the reasons for transformer failures and to reduce the same.

k) **Implementation and adoption of Cyber Security polices:** HESCOM has adopted the Information Technology (IT)/ Operational Technology (OT)/Internet of Things (IoT) Security Policy and Cyber Security Polices. HESCOM on-boarded in CSK "Cyber Swachhta



Kendra" and carrying the activities listed by MoP for securing the IT infrastructures of HESCOM in coordination with CERT-D and NCIIPC. Also HESCOM is regularly monitoring the Botnet/malware threats information mails receiving from CSK team and taking necessary remedy action for securing and neutralizing the threats found related to HESCOM.

l) **Real Time, Geo Fenced, Remote Attendance System:** This software had a system to manage the daily attendance of all the officers and staff working all the offices across the HESCOM. The software has provisioned office check-in/check-out, remote check-in/check-out, multi-location attendance entry, real-time attendance data management, leave management, holiday calendar, timesheets, equipment management, calculation of attendance and paid days, shifts management, Overtime and comp-offs, attendance policies etc. can be managed through the software.

m) **ERP software:** Detailed Work Award(DWA) issued to M/s Prasanna Technologies, Pvt Ltd, Mangaluru vide IT-66 CYS-7676 dated:7.3.2024 for implementation of software work "Upgradation, Customization, Implementation and Annual Technical Support (ATS) of ERP Software in HESCOM". Its and web-based solutions for all the modules as enumerated below:

Modules:

- 1) Finance management
- 2) Accounts management
- 3) Purchase and Inventory management
- 4) Works and Asset management
- 5) HR and Payroll management
- 6) Power Trading Cell (PTC) Module
- 7) Budget, Loans & GST

Sub Modules

- 1) Vendor Management
- 2) Quality & Safety Management
- 3) Integration of Total Revenue Management software's and other existing software's running in the HESCOM.

n) **HT AMR- Automatic Meter Reading:**

To comply the KERC orders 23.03.2023 & 22.06.2023, HESCOM has taken up the work "Selection of Automatic Meter Reading Service Provider (AMRSP) for HT installations with MDA & MDM and integration with ESCOM TRM for HT billing"

Brief scope of the work:



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

- Field Survey, Installation, Commission & successful communication of the modems for DLMS compliant Energy Meters with HES/MDM & Integration with TRM.
- Maintenance of Modems for the period of 5 years from the date of Go-Live
- Web based software access for MDM with instantaneous parameters, Load survey, Tamper Data, Billing parameters etc., & Customized MIS reports as per user requirement.

b. Note on 24*7 customer care center:

- The Customer Call Center (CCC) was established under RAPDRP Part-A projects at Corporate Office, HESCOM, Hubballi. CCC is operational in HESCOM for proper monitoring of Customer Care Activity such as registration of consumer complaints and speedy Redressal of it.
- Customer care center Executives are working round the clock with 24*7 supports in three shifts to facilitate its consumers. The helpline Number is 1912.
- There are 53 Customer Support Executives, 4 Team Leaders, 2 Junior Engineers and one Assistant Engineer is functioning in the HESCOM CCC.
- The in-house developed web based software application is working successfully by enabling for fast complaint registration and Redressal at customer care center. Consumers can register their complaints by visiting HESCOM website www.hescom.Karnataka.gov.in and even through WhatsApp.
- HESCOM has enriched its Helpline through the latest technologies where all the conversations between executives and consumers are being recorded.

c. Customer care & friendly measures:

- HESCOM has set up a 24x7 centralized customer service center for the convenience of its consumers at Corporate Office, HESCOM, Hubballi. CCC is operational in HESCOM for proper monitoring of Customer Care Activity such as registration of consumer complaints and speedy Redressal of it.
- Electricity consumers coming under HESCOM jurisdiction can register their complaints by calling the free helpline number 1912 for their electrical related complaints and assistance.
- Consumers can also register their complaints by visiting HESCOM website: <https://hescom.karnataka.gov.in/>
- Consumers can lodge a complaint for the following services at a service center that operates 24 hours a day.
 - When the power supply is cut off
 - For low voltage related complaints
 - On issues related to meters
 - About electricity bills
 - About electrical safety measures




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

- About power theft
 - About preventing electrical accident, etc.
- Further, besides the 1912 helpline, HESCOM consumers can also submit complaints or any suggestions through below mode
- E-mail: customercare@hescom.co.in
 - Facebook Account: [https://facebook.com/Hescom Orgn](https://facebook.com/HescomOrgn)
 - Twitter Account: <https://twitter.com/HubliHescom>
 - WhatsApp Number: +919480883899
- HESCOM has introduced a new Toll free Number 1800-425-4754 for Electricity consumers coming under HESCOM jurisdiction for registration of Transformer failure related complaints.
- Wide publicity has been given regularly in all leading newspaper for consumer's information regarding helpline number 1912 and about other modes of complaint registration like Social media, through HESCOM website etc.
- HESCOM is taking continuous steps to provide high quality service to its consumers.

d.Refurbshing of DTC metering:

To comply the Hon'ble KERC orders & Ministry of power Notification on the Central Electricity Authority (Installation and Operation of Meters) (Amendment) Regulations, 2019 issued on 17.08.2021 specifying timelines for the replacement of existing meters with smart meters with prepayment feature, HESCOM has taken up the work of REFURBISHING OF EXISTING DTC METERING BY THREAD THROUGH METER WITH AMR/AMI SOLUTION THROUGHOUT HESCOM FOR 6 YEARS INCLUDING SUPPORT AND MAINTENANCE.

The Scope of the work under this contract is Supply, installation, integration, testing and commissioning of AMR/AMI compliant system metering, Communication Infrastructure, Head End System (HES), Meter Data Management system (MDM), Mobile Application, Network Operation cum Monitoring Centre (NOMC) at corporate office, auxiliary LT components, along with necessary hardware and software in HESCOM.

e. Any other subjects: Replacement of Electro Mechanical meters by Electro Static Meters:

Preamble:

As per the Meeting proceedings No: HESCOM/SEE-IT&MT/EE-IT1/AEEIT1/2022-23/CYS-1669 Dated:09.06.2022, Management has decided to take replacement of EM meters by ES meter in only RAPDRP (high consumption) areas of towns Hubli-Dharwad, Belagavi, Gadag, Vijayapur on TTK bases to improve the revenue.

As the count of EM meters is not accurately known due to inadvertent entry as EM for static meters in software, consider 75% of the above quantity for tendering with provisioning 25% of excess of quantity as per KTPP.



CONTROLLER (A & T)
HESCOM, Hubli

Award:

W.r.t the 103rd BOD resolution, work has been awarded to M/s. VISHVIN TECHNOLOGIES PRIVATE LIMITED, Bangalore and the details with progress is as in below.

Sl. No	Name of the work	Award Cost Nor and Date	Name of the Division	Award qty (Nor)	Target date of Completion	as on 31.07.24		
						Identified	progress	pending
1	Replacement work of Electromechanical meters by Electro static meters in HUBLI-DHARWAD AND GADAG TOWNS OF HESCOM	24.64 cr CYS7824 31.01.2023	Hubballi Urban	1,27,719	30.09.2024	1,19,942	63,277	56,665
			Dharwad Urban	18,676		12,075	5	12,070
			Gadag	18,110		8,435	8,411	24
2	Replacement work of Electromechanical meters by Electro static meters in BELAGAVI, VIJAYAPURA TOWNS OF HESCOM	23.54 cr CYS7824 31.01.2023	Belagavi Urban	1,02,283	30.09.2024	1,00,000	90,885	9,115
			Vijayapur	51,057		50,988	17,596	33,392
To tal				3,17,845		2,91,440	1,80,174	1,11,266

DSM Activities:

Awareness about Energy Saving, Energy efficiency methods- using BEE 5 star rated equipments, LED bulbs utilization, DSM tips, Solar Rooftop PV advantages and encouragement vide following media:

- HESCOM Social Media
- Ring Back Tune (RBT) for HESCOM CUG (Closed User Group) mobile numbers.
- News Papers.
- Audio Advertisement in Bus stands.
- Radio.
- By conducting awareness programs in sections and in district/Taluk events.

DSM Projects

HESCOM has taken initiatives to implement following projects to reduce carbon footprint

Some of the major Projects

- Solar Rooftop Project.
- Electric Vehicle Charging Stations.
- Solarization of Agricultural Feeders(PM-KUSUM Component – C)

Solar Roof Top:

Solar power is considered as one of the alternative to augment the current source as it is a green source of Energy and to harness the potential of solar energy. Karnataka Govt has issued Solar Policy 2014-2021 and Karnataka Renewable Energy Policy 2022-27

HESCOM has taken keen interest to promote SRTPV.

- Total Rooftop progress as on September -2024

Particulars	Nos (as on September- 2024)	Capacity in MW (as on September- 2024)
Consumer Category	2600	81.57
IPDS	233	1.82
13 th Finance Commission	340	2.88
MNRE RTS Phase-II	193	0.85
PM Suryaghar Yojana	372	1.44
Total	2579	88.56

➤ **Rooftop Solar Phase-II:**

- Rooftop Solar Phase-II is a subsidy scheme of MNRE for Solar Roof top Plants on Net Metering Base for Residential Consumers and Group Housing Societies (GHS)/ Residential Welfare Association (RWA)
- Residential Consumers- 40% up to 3kW, plus 20% above 3kW to 10kW
GHS / RWA 20% (up to 10 kW per house and total load not more than 500kW).
- MNRE RTS Phase-II Progress till September 2024 193 Nos, Capacity 845.72 KW

➤ **PM SURYA GHAR**

- PM-Surya Ghar Scheme was launched by the Government of India on 13-02-2024.
- This scheme aimed at installing rooftop solar plants in one crore household to increase the share of solar rooftop capacity and empower residential household to generate their own electricity.
- The scheme is to be implemented till FY 2026-27.
- Subsidy details are as follows:
Rs. 30,000/- per kW up to 2 kW
Rs. 18,000/- per kW for additional capacity up to 3 kW
- To ease the process integrated National Portal to HESCOM Portal, to ease the process such as online payment and to execute e-PPA as these applications are deemed to be approved.
- PM Surya Ghar Progress September- 2024 - 372 Nos Capacity 1440KW
- To ease the process and to create awareness among consumers to take the benefit of this esteemed scheme in this regard complete SRTPV details are hosted in the HESCOM website and SRTPV online portal, advertisements through Paper Notification and through social media and door to door awareness has been carried out for the applicant and consumer consuming more than 200 units. Processing of application has been made completely online.

➤ **Electric Vehicle Charging Stations:**

- BESCOM is a State Nodal Agency.
- For 1st phase total 274 government locations including 64 HESCOM offices have been identified under HESCOM jurisdiction tendering is under process by BESCOM identification for setting up of 2nd level electric vehicle charging stations on public



private partnership (PPP model) in government/private owned 320nos of locations is in progress.

- For initial stage of progress 3.3KW AC001 Chargers are installed in 12 HESCOM office premises.
- EV charging station at RTO Dharwad District- Navanagar, Gabbur, Belagavi, Vijayapur are surveyed and estimates have been submitted to BESCO. For RTO Belagavi and Vijayapur tender has been called by BESCO EV cell, evaluation is under process.
- HESCOM is also promoting private EV charging Stations.

➤ **PM-KUSUM:**

The Government of India has launched Scheme Pradhan Mantri – Kisan Urja Suraksha Evam Utthan Mahabhiyan (PM-KUSUM) for Farmers with components A, B and C.

Component- C: Solarisation of 35 Lakh Grid-Connected Agriculture Pumps of individual Pump including Feeder Level Solarization.

- HESCOM has got allocation of 65,000 IP sets on dated 21.06.2021 for Phase-I.
- Benchmark cost - 3.5 Crore/MW
- Central financial assistance by MNRE - 30% i.e. 1.05 Crore/MW
- Ceiling tariff of Rs. 3.17/- by KERC order dtd:20.06.2022
- Status of PM KUSUM Phase-I as following:



Proposed		Tendered		LOA Issued			PPA executed bidder / S/s	Work Initiated Bidder / S/s	Retendered		Bid Received LOA yet to be issued by KREDL		Bid yet to be received	
Sub-station / Feeder / IP sets Nos	Capacity (MW)	Sub-station / Feeder Nos	Capacity (MW)	Sub-station / Feeder / IP sets Nos	Capacity (MW)	Bidders	Nos	Nos	Sub-station / Feeder / IP sets Nos	Capacity (MW)	Sub-station / Feeder / IP sets Nos	Capacity (MW)	Sub-station / Feeder / IP sets Nos	Capacity (MW)
76 /92/ 65000	180.17	76 /92	180.17	12 /15/ 9155	22.48	6	6/ 12	4/4	64 / 77/ 558 45	157.69	37/ 49/ 38488	114.64	27 /28/ 17357	43.05

Status of PM KUSUM Phase-II

Proposed Based on Agricultural Consumption and Technical Feasibility				Tender status	Remarks
S/s	Feeder	Total No of IP Sets	Solar Capacity (MW)		
28	122	43614	155.37	Tender will be called shortly	Out of 28 Sub-stations Govt land Identified for 20 Nos S/s(1226.92acres) of which for 8 Nos of S/s Govt land reserved (acres 222.57)

➤ **Capacity Building of DISCOMs Programme:**

- The activities covered under capacity building program helps the capacity building of HESCOM and enable the HESCOM to implement the DSM action plan including shifting of load from the peak demand to period of lean demand, having different rates based on the time of day, reduction of Energy use by implementing programs to improve the efficiency of equipment, building and industrial process along with cost effective strategies.
- MoU has been signed between BEE, KREDL and HESCOM dated 29th August 2018. Bureau has engaged M/s Confederation of Indian Industry (CII) (Project Management Consultant (PMC)) for HESCOM.

Activities Covered:

- One Master Training program at Hubli for Senior officials of HESCOM.
- Four circle level training programs for circle level officials of HESCOM.
- Consumer survey and Load survey carried out for various categories of 75 feeders.
- Based on the load research and consumer survey a road map for implementation of DSM in HESCOM over the next 3 years has been developed to reduce around 145.57MW.
- For implementation of identified DSM measures at DISCOMs. BEE has engaged M/S Price water house Coopers (PwC) as PMA (Project Management Agency). For this program tripartite MoU has been executed between BEE (First Party), KREDL (Second Party) and DISCOM (Third Party) for implementation of activities.
- Project implementation is under process.

1 to 3 MW Land Owner Scheme for FY-24 and FY-25 up to Sept-24:

The Details are furnished as mentioned below-

Year	No of Generators	No of Units Purchased	Solar Tariff Rate	Total Cost In Rs.
FY-24	29	9,62,08,932	9.82	94,47,04,817
FY-25 up to Sep-24	29	3,98,91,981	7.92	31,57,51,796

ATTESTED

NOTARY



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