

## HUBLI ELECTRICITY SUPPLY COMPANY LIMITED

### PROFILE OF HESCOM:

Consumer Profile (FY -21): (As on 30.09.2020)

Tariff	LT1	LT2	LT3	LT4	LT5	LT6	LT7	HT	Total
No of Consumers	759617	2901988	397133	968832	122493	76781	134210	3852	5364906
Percentage	14.16	54.09	7.40	18.06	2.28	1.43	2.50	0.07	100.00

### Administrative Offices:

SL. No.	Name of the District	Corporate Office	Zonal Offices	Circle Offices	Division Offices	Sub-Division Offices	O & M Accounting Sections	O & M Units
1	Dharwad	1	1	1	04	11	02	38
2	Gadag	-	-	-	02	07	5	18
3	Haveri	-	-	1	02	09	08	33
4	Uttara Kannada	-	-	1	4	11	2	37
5	Belagavi	-	1	2	8	21	15	74
6	Vijayapura	-	-	1	3	13	3	51
7	Bagalkot	-	-	1	3	11	11	37
<b>TOTAL</b>		<b>1</b>	<b>2</b>	<b>7</b>	<b>26</b>	<b>83</b>	<b>46</b>	<b>288</b>

### Vacancy Position as on 30.09.2020.

Group	Sanctioned	Working	Vacant
A	401	310	91
B	618	385	233
C	5842	3959	1883
D	10081	4983	5098
<b>Total</b>	<b>16942</b>	<b>9637</b>	<b>7305</b>



  
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## REVIEW OF COMPLIANCE OF COMMISSION'S DIRECTIVES

### 1) Directive on conducting Consumers' Interaction Meetings (CIMs) in the O & M Sub-Divisions for redressal of consumer complaints:

#### Commission's Views:

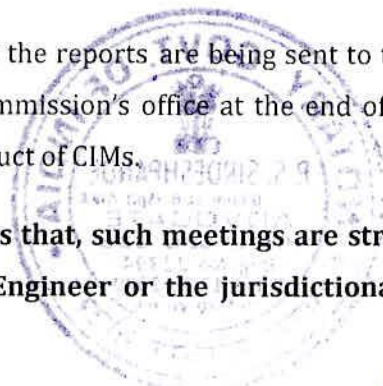
The HESCOM has submitted the details of Consumer Interaction Meetings conducted in its jurisdiction 1<sup>st</sup> and 2<sup>nd</sup> quarter of FY20 and has not submitted the data in the prescribed format for the period of FY19.

The Commission had directed 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 redress the consumer grievances. The Commission notes the submission made by HESCOM that, such meetings are being conducted every Quarter in its entire area covering all Sub-Divisions. In the preliminary observations, the Commission had raised the concern on, non-submission of the data every quarter in the prescribed format as directed by the Commission. The Commission had directed HESCOM to furnish the details, indicating the dates on which the meetings were conducted. HESCOM furnished the details in its replies. From the data it is observed that the CIMs were not conducted in few of the Sub-Divisions of Belagavi Circle with the reasons mentioning "code of conduct". But, HESCOM has failed to report any reasons for non-conduct of CIMs in spite of subtle time available during the quarter beyond the code of conduct. As per the data furnished by HESCOM in its replies to preliminary observations, it is also observed that, neither the Superintending Engineers nor the jurisdictional Executive Engineers have chaired the CIMs in Belagavi Circle.

In an overall, HESCOM has not submitted the data of CIMs conducted in its jurisdiction in an appropriate manner, as per the format given by the Commission in the previous Tariff Order. **HESCOM is directed to submit the consolidated details of CIMs conducted in its jurisdiction during FY19 and FY20 in a proper manner within 2 months from the date of this order without fail.**

Though, HESCOM is claiming that the reports are being sent to the Commission, the reports are not been received in the Commission's office at the end of each quarter in the format prescribed for reporting the conduct of CIMs.

Further, the Commission desires that, such meetings are strictly chaired by either the jurisdictional Superintending Engineer or the jurisdictional Executive Engineer and



  
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no other officer of the lower rank. The Commission also 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 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, as the case may be, who fails to conduct such meetings.

The Commission, therefore 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. Advance notices shall be sent to the stakeholders by email / website and through SMS (by maintaining / updating the consumer database) well in advance. Information on the schedule of the Consumer Interaction Meeting, date, time, venue etc., shall be published in the form of news item in the leading local / regional newspapers, at least 3 days prior to the conduct of the meeting, to ensure that more number of consumers take part in such meetings. Proceeding 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 Superintending Engineer (EI) [SEE] or the jurisdictional Executive Engineer (EI) [EE], the CIM being conducted by the Assistant Executive Engineer (EI) at the Sub-Division level on third Saturday of every month, may be continued, so as to attend to the grievance of the

consumers. Compliance report (Quarterly) shall be submitted to the Commission regularly in the format given in the previous Tariff Order, along with a copy of the proceedings of each meetings.



#### Compliance by the HESCOM:

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 along with Lok - Adalats. As per the directions of the Hon'ble Commission, 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

  
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conducted in each of its O&M sub-division) is 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 requires 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-19 as per KERC format was furnished in the preliminary Observations. The abstract of the meetings conducted during FY-20 and FY-21 up to September-2020 is as given below. The detail sheet of the same for FY-20 and FY-21 up to September-2020 as per the KERC format is enclosed as Annexure -1.

**FY-20 : April 2019 to March 2020 :**

Sl 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	216	261	254	0	347
2	Haveri	9	72	419	419	0	358
3	Sirsi	11	112	614	554	61	870
4	Belagavi	12	128	921	892	28	1108
5	Chikkodi	9	72	288	279	9	456
6	Bagalkot	11	110	445	413	32	772
7	Vijayapur	13	123	495	490	5	721
	<b>Total</b>	<b>83</b>	<b>833</b>	<b>3443</b>	<b>3301</b>	<b>135</b>	<b>4632</b>

**FY-21 (April 2020 to September 2020)**

Sl 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	3	7	7	0	18
2	Haveri	9	0	0	0	0	0
3	Sirsi	11	15	39	36	3	54
4	Belagavi	12	2	5	5	0	5
5	Chikkodi	9	0	0	0	0	0
6	Bagalkot	11	4	19	19	0	82
7	Vijayapur	13	3	8	8	0	8
	<b>Total</b>	<b>83</b>	<b>27</b>	<b>78</b>	<b>75</b>	<b>3</b>	<b>167</b>

It is submitted that, the no. of meetings conducted during FY-21 are less due to Covid-19 pandemic.

  
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**2) Directive on preparation of energy bills on monthly basis by considering 15 minute's time block period in respect of EHT / HT consumers importing power through power exchange under Open Access.**

**Commission's Views:**

The Commission notes that the HESCOM has complied with the directive by initiating preparation of energy bills on monthly basis considering the 15 minute's time block period in respect of EHT / HT consumers importing power through power exchange under Open Access. It is seen that the introduction of 15 minute's billing has resulted in significant quantum of energy saving during FY19 as well during FY20 till September 2019. The stand taken by the Commission in directing the HESCOM to prepare monthly EHT / HT consumer bills on 15 minute's time block period has prevented a revenue loss of Rs.7.344 (10.2MU x 7.20) Crores to HESCOM during FY19, and Rs.4.6 Crores during FY20 till September 2019 by consumers who took advantage of its laxity in enforcing correct billing. The HESCOM is required to adhere to the directive and submit regularly month wise details of number of open access consumers, open access units scheduled / consumed and illegally banked energy, if any, along with the details of revenue gain.

HESCOM shall ensure that the scheme of 15 minutes' time block billing is enforced on all applicable EHT / HT consumers from the month from which the necessary infrastructure was available.

**The Commission reiterates its directive that the HESCOM shall continue to prepare the energy bills on monthly basis considering the 15 minute's time block period in respect of all EHT / HT consumers importing power through power exchanges under open access and submit quarterly compliance thereon, regularly to the Commission.**

**Compliance by the HESCOM:**

The HESCOM is preparing of energy bills on monthly basis by considering the 15 minute's time block period in respect of EHT/HT consumer importing power through power exchange under Open Access. The table given below shows the consumption recorded under 15 minute's block, it is observed that 5.98 MU in FY-20 and 1.18 MU in FY-21 (up to Sept-20) is profit to the HESCOM due to billing done considering 15-minute time block.

The Month wise details are given below.

  
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**Details of Open Access transactions for the year FY-20.**

Sl. No.	Month	Scheduled Units as per SLDC/IEX	Actual Open Access Units	Profit units to HESCOM
1	Apr-19	7.27	6.56	0.71
2	May-19	6.97	6.76	0.21
3	Jun-19	13.84	13.30	0.54
4	Jul-19	13.96	13.81	0.15
5	Aug-19	11.81	11.38	0.43
6	Sep-19	18.77	18.09	0.68
7	Oct-19	21.99	21.34	0.65
8	Nov-19	26.07	25.70	0.37
9	Dec-19	23.90	22.81	1.09
10	Jan-20	24.42	23.87	0.55
11	Feb-20	25.81	25.42	0.39
12	Mar-20	18.63	18.42	0.21
	<b>Total</b>	<b>213.44</b>	<b>207.46</b>	<b>5.98</b>

**Details of Open Access transactions for the year FY-21 (up to Sept-20).**

Sl. No.	Month	Scheduled Units as per SLDC/IEX	Actual Open Access Units	Profit units to HESCOM
1	Apr-20	6.12	5.95	0.17
2	May-20	5.05	5.02	0.03
3	Jun-20	11.61	11.37	0.24
4	Jul-20	13.21	13.01	0.20
5	Aug-20	17.10	16.77	0.33
6	Sep-20	16.95	16.74	0.21
	<b>Total</b>	<b>70.04</b>	<b>68.86</b>	<b>1.18</b>



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### 3) Directive on Energy Conservation:

#### Commission's Views:

The Commission observes that, the HESCOM has not submitted the compliance regularly on implementation of the directive.

It is observed that the efforts of HESCOM in selling approximately 22 Lakh numbers of LED bulbs, compared to the previous year's figures and compared to the sales in that of other ESCOMs is very poor. The Commission notes that the HESCOM has not issued any Circulars towards implementation of the directive. HESCOM has submitted the compliance in respect of energy savings by way of making provision for selling LED lamps / LED tube lights / energy efficient fans. But HESCOM has not submitted the energy savings while servicing of new streetlight / high mast installations including extensions made to the existing streetlight circuits.

On the whole, the Commission finds that the progress in implementation of this directive could have been much better. Therefore, the Commission directs HESCOM to focus on effective implementation of this directive by reviewing periodically the progress of implementation in the field and take necessary corrective steps.

This shows that the HESCOM has not implemented the directive in its letter and spirit, to take forward the initiative of conservation of energy. It is also observed that the HESCOM has issued instructions to all its officers to ensure use of BEE five-star rated Energy Efficient Appliances. However, HESCOM has not mentioned about effective steps being taken in the field to ensure that all new installations are serviced only when BEE five-star rated Air Conditioners, Fans, Refrigerators, etc., are installed in the consumers' premises. It has also noted that the HESCOM has implemented "Hosa Belaku" and "Pavan" programme under which it is distributing energy efficient lamps, fans, etc., to the consumers which appears to have had limited success. On the whole, the Commission finds that the progress in implementation of this directive could have been much better.

Therefore, the Commission directs HESCOM to focus on effective implementation of this directive by reviewing periodically the progress of implementation in the field and take necessary corrective steps.

HESCOM has furnished the list of places where it has conducted the awareness program. But has not mentioned the topics covered includes the energy conservation. Hence, the Commission directs HESCOM to conduct the awareness programs to the consumers / public, for use of LED bulbs, energy efficient electrical equipment etc., by making use of the fund reserved for customer relation / education program.



  
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Also, HESCOM has furnished the list of offices where the existing lamps are replaced by energy efficient LEDs etc., But has not furnished the energy savings achieved out of this exercise. While appreciating the implementation of replacement of high power consuming lights by LED bulbs and LED tube lights in few of its offices, the Commission directs HESCOM to extend such work to all its offices in a phased manner in order to save more energy and to be a model, by depicting energy savings and their benefits to the general consumers.

The HESCOM in its Tariff Filing has expressed difficulty that, to service all the new installations only after ensuring that the BEE \*\*\*\*\* (Bureau of Energy Efficiency five-star rating) rated Air Conditioners, Fans, Refrigerators, etc., are being installed in the consumers' premises saying that "*the Consumer would not have installed appliances like air conditioners, refrigerators etc., in their premises at the time of service of new installation*".

Looking into the practical difficulty, by partially modifying the directive, the Commission reiterates its directive with the directions to service all new streetlight / high mast installations including extensions made to the existing streetlight circuits, only after ensuring that the LED lamps / energy efficient lamps like induction lamps are provided to the street light points and the compliance thereon shall be submitted to the Commission once in a quarter on a regular basis. Inspection by jurisdictional Executive Engineers / Superintending Engineers of new installations, selected on random basis shall be undertaken to cross check adherence to the directive by the field offices.

**Compliance by the HESCOM:**

Directives On Energy Conservation -

HESCOM issued direction to all the Chief Engineer (EI) / Superintending Engineer (EI) / Executive Engineer (EI) vide letter cited: HESCOM/GM(T)/DSM/EE/AEE/F-13AA/18-19/CYS/2009/2-6-2018, and also regularly pursuing towards implementation of the Directive. The quarterly compliance on implementation of the Directive has been submitted.

HESCOM is constantly creating awareness for using LED bulbs and BEE 5star rated appliance through distribution of pamphlets, newspaper and stalls, electricity bills and ring bank tune which is provided to all connections of HESCOM CUG group and radio jingles (daily advertisements through AIR PC). The section wise awareness programme was also conducted and allocated to incur expenditure up to Rs 10,000/- for each section.

  
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The topics covered in the awareness programme includes the energy conservation, for use of LED bulbs, BEE 5 star rated energy efficient electrical equipment's etc., (Annexure-2 the topics covered copy enclosed, proceeding copy enclosed),

Even though HESCOM is constantly creating awareness activities, It is becoming difficult to maximize the sales with current number of limited EESL counters with limited stock at HESCOM jurisdiction. To increase the sales of LED there is a need of increase in the number of EESL counters, at least one counter for each subdivision, so that easily accessible for all consumers. Hence HESCOM has requested EESL for the same.

Circular issued to all HESCOM Offices regarding using 5 star rated equipment's & LED bulbs only in all HESCOM offices. HESCOM has extend the work of replacement of conventional bulbs. About 240 Nos of offices where conventional Bulbs are replaced with LED Bulbs. Details enclosed (Annexure-2 A)

**HESCOM has conducted following activities for creating consumer awareness. During FY19-20**

1. Peak load management program and load reduction by using LED Bulbs, LED Tube Lights and Efficient Fan. Energy Saved details is as below.

SI No	Particulars	Sold Quantity till March-2020	Energy Saving in MU till March-2020
1	LED Bulb	23,14,022	171.61
2	LED Tube lights	31,345	1.945
3	Energy Efficient Fans	6,825	0.407
Total			173.96

2. The Ring Back Tune (RBT) is provided to all 2970 Nos. of connections of HESCOM CUG group. The caller tune includes promotion of replacement of conventional bulbs by LED bulbs, Energy Efficiency methods, using BEE 5 star rated equipment's, toll free number 1912 promotions and Energy conservation messages. RBT services is from 1st April 2019 to 31st March 2020.

3. 20000 Nos of pamphlets were printed and distributed with monthly Electricity bills June-2019 of all domestic consumers of HESCOM as per Hon'ble commission directive on Energy Conservation.

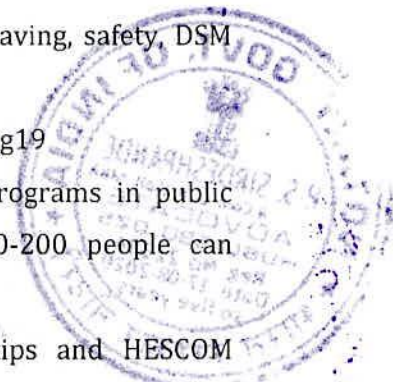
Regarding the benefits of using 5-star rated equipment's certified by the Bureau of Energy Efficiency.

- Replacement of conventional bulbs by LED bulbs. Created Awareness about Energy Saving, safety procedures, DSM tips and HESCOM services.
- Servicing new street light with LED / EE Lamps and providing timer switches to street lights and servicing IP set installations with EE /4 or 5 Star Rated pumps.

  
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- Toll free number 1912 promotions, etc.
4. "Two Days National Level Technical Festival – MELANZE – 2019" of Smt. Kamal & Shri Venkappa M Agadi College of Engineering & Technology, Laxmeshwar on 26th and 27th April 2019 in the college campus.
- Created Awareness about Energy Saving, Energy efficiency methods, safety procedures, DSM tips. etc.,
  - Distributed pamphlets- Regarding energy saving, safety, DSM tips, using BEE 5 star rated equipment's, LED bulbs utilization awareness, Energy Efficiency methods and providing timer switches and LED lamps/EE lamps such as Induction lamps to street lights etc.
  - Around 4,000 No of students participated in the event.
5. Vijayavani "Property Expo 2019" on May 03rd to 05th 2019 at Raikar Grounds, Hubballi.
- Distributed pamphlets- Regarding energy saving, safety, DSM tips, using BEE 5 star rated equipment's, LED bulbs utilization awareness, Solar Rooftop PV advantages, Energy Efficiency methods and providing timer switches and LED lamps/EE lamps such as Induction lamps to street to street lights, Using EE 4 or 5 star rated pumps to IP sets, toll free number 1912 promotions etc.
  - Around **50,000** public visited the property Expo.
6. All India Radio: Awareness about Energy Saving, Energy efficiency methods- using BEE 5 star rated equipment's, LED bulbs utilization awareness, Solar Rooftop PV advantages, Providing LED/EE lamps such as Induction lamps and timer switches to street lights, Bill payment, safety procedures and HESCOM services etc., through jingles and program in All India Radio. (from 16.07.2019 to 31.03.2020)
- Jingle (Advisement) on PC
  - Swalpa Kelri on PC (5 minutes information regarding energy saving, safety, DSM tips, new installation service, bill payment, Agriculture use, etc.)
- Awareness program conducted in all sections of HESCOM: July-19 -Aug19  
Created awareness among consumer/public by conducting programs in public place (like functional halls, temples, auditorium where 100-200 people can participate)
- Awareness about Energy Saving, safety procedures, DSM tips and HESCOM services, Energy efficiency methods- using BEE 5 star rated equipment's, LED bulbs utilization awareness.
  - Servicing new street light with LED / EE Lamps and providing timer switches to street lights.



  
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- Servicing IP installations with EE / Star Rated pumps, toll free number 1912 promotions, Solar Rooftop PV advantages and encouragement for installation carried out etc. Awareness programme carried out in in 246 section and about 23,000 public/consumers were participated.
8. Capacity Building of DISCOMs programme on Demand Side Management (DSM) and Energy Efficiency: As per the MoU signed between BEE, KREDL and HESCOM dated 29th August 2018 regarding capacity building program for HESCOM. In this regard Bureau has engaged M/S Confederation of Indian Industry (CII) for HESCOM.
- CII has conducted 5 days training program for Master Trainers from 15.10.2019 to 19.10.2019 at Hotel Naveen, Hubballi, About 43 Officers of HESCOM were participated in the Training Program.
  - 3 days training program from 05.12.2019 to 07.12.2019 at Clarks Inn Bagalkot, about 34 Officers of HESCOM were participated in the Training Program.
  - 3 days training program from 09.12.2019 to 11.12.2019 at Chancery Hotels, Belagavi, about 36 Officers of HESCOM were participated in the Training Program.
  - Some of Training Topics Covered.
    - a. Regulatory and policy aspects for Demand Side Management
    - b. Case studies on load research and preparation of DSM Action Plan
    - c. Importance of DSM for DISCOMs, Solar PV Systems, Smart & Prepaid metering system, Electric Vehicles & charging Infrastructure
    - d. ESCO concepts in Residential, Street Lighting and Agriculture Sector and Implementations
    - e. National & State level initiatives on Demand Side Management, International case studies, etc.
    - f. Financial evaluation and Measurement & Verification of DSM Projects with Practical Session covered under Financial Session.
  - 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 most effective strategies.
  - Awareness program conducted in all sections of HESCOM FY 19-20 February-2020 Created awareness among consumer/public by conducting programs in public place (like functional halls, temples, auditorium where 100-200 people can participate).



  
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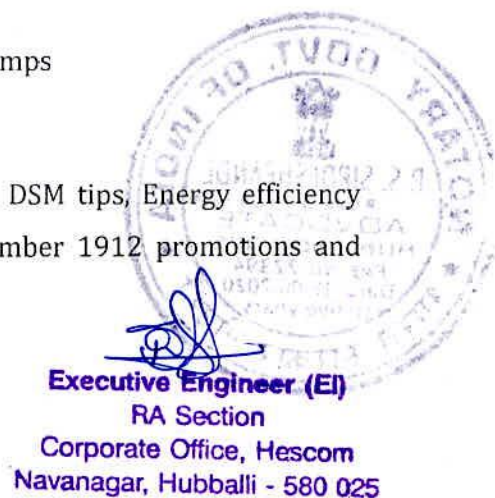
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- Awareness about Energy Saving, safety procedures, DSM tips and HESCOM services, Energy efficiency methods
- using BEE 5 star rated equipment, LED bulbs utilization awareness.
- Servicing new street light with LED / EE Lamps and providing timer switches to street lights.
- Servicing IP installations with EE / 4 or 5 Star Rated pumps.
- Solar Rooftop PV advantages and encouragement for installation of the same, was carried out
- Toll free number 1912 promotions.
- Awareness programme carried out in 201 section and about 15,000 public/consumers were participated.

10. PARSEC 2020: Held on 15.02.2020 to 16.02.2020 in IIT Campus, Dharwad. DSM Awareness activities carried out through Stall.

- Distributed pamphlets- Regarding energy saving, safety, DSM tips, using BEE 5 star rated equipment's, Toll free number 1912 promotions etc.,
- LED bulbs utilization awareness.
- SRTPV advantages and encouragement for installation carried out.
- Festival of Wrestling: Held on 22.02.2020 to 25.02.2020 KCD Ground, Dharwad. DSM Awareness activities carried out through Stall.
- Distributed pamphlets- Regarding energy saving, safety, DSM tips, using BEE 5 star rated equipment's, Toll free number 1912 promotions etc.,
- LED bulbs utilization awareness and replacement of conventional bulbs by LED bulbs.
- SRTPV advantages and encouragement for installation of the same , was carried out.
- Servicing new street light with LED / EE Lamps and providing timer switches to street lights.
- Servicing IP installations with EE / 4 or 5Star Rated pumps
- Around 50,000 to 60,000 public visited.

11. Created Awareness about Energy Saving, safety procedures, DSM tips, Energy efficiency methods- using BEE 5 star rated equipment's, Toll free number 1912 promotions and HESCOM services in various papers.



12. HESCOM 6-sheet Calendar - 2020 with the theme of HESCOM, Energy saving, Energy Efficiency methods, DSM tips, Safety & consumer awareness, etc. The 2500 Nos of Calendars circulated to all HESCOM, KPTCL, Some government offices & HT Consumers.

**For FY 20-21**

1. Peak load management program and load reduction by using LED Bulbs, LED Tube Lights and Efficient Fan. Energy Saved details is as below.

SI No	Particulars	Sold Quantity till September-2020	Energy Saving in MU till September-2020
1	LED Bulb	23,74,537	200.40
2	LED Tube lights	31,745	2.38
3	Energy Efficient Fans	6,825	0.53
<b>Total</b>			<b>203.31</b>

2. The Ring Back Tune (RBT) is provided to all Nos. of connections of HESCOM CUG group. The caller tune includes promotion of replacement of conventional bulbs by LED bulbs, Energy Efficiency methods, using BEE 5 star rated equipment's, toll free number 1912 promotions and Energy conservation messages. RBT services is from 1st April 2020 to 31st March 2021.

3. All India Radio: Awareness about Energy Saving, Bill payment, safety procedures and HESCOM services, Energy efficiency methods- using BEE 5 star rated equipment's, replacement of conventional bulbs by LED bulbs etc., through jingles and program in All India Radio. (from 16.07.2020 to 31.03.2021)

- Jingle (Advt) on PC
- Swalpa Kelri on PC (5 minutes information regarding energy saving, safety, DSM tips, new installation service, bill payment, Agriculture use, SOP etc.,).

4. Created Awareness about Energy Saving, safety procedures, DSM tips and HESCOM services in various papers.

Proposal has been made for campaigning of SRTPV phase-II. Such that the campaigning for installing SRTPV will benefit the residential consumer to the maximum. With this LED Bulbs utilization and using BEE 5 star rated equipment's awareness will be created by printing in pamphlets and banners and Newspapers.



  
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SI No	Particulars
1	Advertisement through Newspaper (In quarter Size)
2.	Jingles in AIR(FM) for 30 days (15days before the scheduled online application registration and 15 days during the scheduled days)
3	Banners : <ul style="list-style-type: none"> <li>• For each subdivision 5 Nos- to display at the front of subdivision, DC office, Taluka panchayat office, bus stand any public place)- 450 Nos</li> <li>• To display at Division office, circle, Zonal, Corporate office -36 Nos</li> </ul>
4	Through hand bill/pamphlets A4 size (with monthly bill of domestic consumers)

HESCOM has issued direction to all the Chief Engineer (EI) / Superintending Engineer (EI) / Executive Engineer (EI) & also constantly pursuing towards implementation of the Directive and for providing of LED lamps / energy efficient lamps while servicing of new streetlight / high mast installations including extensions made to the existing streetlight circuits. HESCOM is constantly creating awareness through above said DSM programmes, All new streetlight are servicing with LED and Energy Efficient induction lamps only. Status of LED/EE lamps such as Induction lamps provided to Streetlight Installations as on end Sept-2020 is as below.

Total No of Streetlight Installations	No of Installations Provided with LED/EE lamps	Balance No of Streetlight Installations to be provided with LED Lamps/EE lamps
25573	8082	17491

#### 4) Directive on implementation of Standards of Performance (SoP):

##### Commission's Views

Commission is of the view of the fact that the State has become surplus in power availability, so, the supply of quality and reliable power to consumers is of utmost priority. Hence the Standards of Performance (SoP) for Distribution Licensees specified by the Commission need to be implemented in letter and spirit.

The Commission while noting the compliance by HESCOM, reiterates that the HESCOM shall continue to adhere to the specified Standards of Performance in rendering various services to consumers in a time bound manner.

It has come to the notice of the Commission that the consumers are generally not aware of the SoP prescribed by the Commission and as a result, the consumers are still facing difficulty in getting prompt services. As per the submissions made by HESCOM in its Tariff



Filing, in spite of the directives issued, the Commission has noted with displeasure that, it has not conducted awareness campaigns in the Hobli levels for educating consumers and not even conducted a single orientation program for its field staff.

Hence, the Commission while noting the HESCOMs compliance, reiterates that the HESCOM shall continue to adhere to the directives on the specified Standards of Performance in rendering various services to consumers in a time bound manner.

Further, the Commission directs the HESCOM to carry out effective supervision 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 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 any delay in service.

The Commission also directs the HESCOM to take action to display the SoP in the format mentioned in the previous Tariff Order in its official web site for information of the consumers.

SoP should be displayed 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 should be mentioned that, consumers can claim the compensation from the concerned officer by filing a complaint before the CGRF in the Form - A, available in the KERC (CGRF and Ombudsman) Regulations, 2004.

The Commission reiterates and directs HESCOM to conduct awareness campaign at the Hobli levels for educating the public about the Standards of Performance prescribed by the Commission. HESCOM shall conduct necessary orientation programme for all the field officers and the staff up to linemen to educate them on the SoP and the consequences of non-adherence to the SoP.

Further, the Commission directs HESCOM to publish and keep circulating the "HAND BOOK" (Kaipidi in Kannada) in Kannada on the SoP and arrange to distribute to all the staff and stake holders.

On any failure to implement this direction within 3 months of the issue of this order, the Commission would be constrained to initiate penal proceedings under Section 142 of the Electricity Act, 2003, against the HESCOM officials, for noncompliance of the Commission's Directives.

At the same time HESCOM 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 offices / personnel concerned.

The Commission reiterates that, the HESCOM shall continue to strictly implement



**the specified SoP while rendering services relating to supply of electricity as per the KERC (Licensees' Standards of Performance)**

**Regulations, 2004. The compliance in this regard shall be submitted once in a quarter to the Commission regularly.**

**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 in the HESCOM's website: [hescom.karnataka.gov.in](http://hescom.karnataka.gov.in) Annexure -3 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.

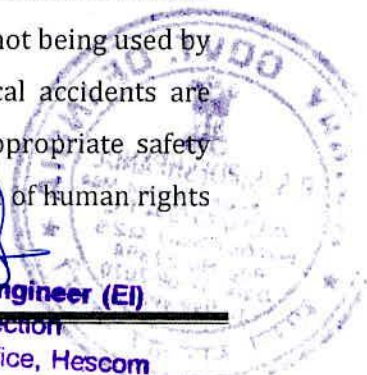
Grahakara Kaipidi is being regularly published HESCOM and in the year 19-20 HESCOM distributed 3500 Grahakara Kaipidi among the HESCOMs staff, various other stake holders and Consumers. Further, any amendments to the regulations or any additional information to be updated is incorporated in the Grahakara Kaipidi and the same is hosted in HESCOM website. Annexure -3A.

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.

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

**Commission's Views:**

It has been brought to the notice of the Commission by the consumers and also report of the CEIG on accidents that the safety gears / equipment are not being used by the linemen at work in the field and hence the number of electrical accidents are increasing every year. The Commission considers that not providing appropriate safety gear / equipment to the staff at work place amounts to a serious violation of human rights





by HESCOM.

The long-time take by HESCOM to procure safety shoes, insulated tool kits etc., indicates the lack of seriousness on the part of HESCOM in the matter. Adequate quantities of all safety gears / equipment shall be procured periodically and sufficient inventory of these materials shall also be maintained. HESCOM should take action to empanel suppliers of safety gear / equipment, so that the procurement is quicker.

In the preliminary observations, HESCOM was directed to furnish the reasons for not providing safety equipment / safety gear to 2,499 number of linemen and 19 number of linemen on contract basis, as per the data furnished by HESCOM for the ESCOMs review meeting. **Instead of furnishing the reasons, HESCOM has repeated few paras of its Tariff Filing.** The Commission makes a serious note of this and directs HESCOM to furnish the reasons and the action plan to provide safety gear to all the staff and employees working in the field with the detailed statistics, within 1 month from the date of this order.

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. It is noted that no details of any training being organized on safety aspects to the linemen, are furnished by HESCOM. The linemen and other field staff should be given appropriate training periodically on adherence to safety aspects / procedure, and such training modules should include case studies so that the training is current and relevant, so that, they carry out their work safely / effectively.

The Commission reiterates its directive that the HESCOM shall ensure that, all the linemen and other field staff are provided with adequate and appropriate safety gear within 3 months from this order as per the undertaking and the linemen and other field staff use the same while carrying out the work in the field. The compliance in this regard shall be submitted once in a quarter to the Commission regularly. Protocols should be drawn on procedures to be adopted / roles and responsibilities fixed in respect of all those employees who are involved in working on live lines / installations for repairs etc., based on case studies.

Compliance by the HESCOM:

HESCOM Power men are provided with adequate safety equipment such as tools with Electronic Induction Tester, Hand Gloves, tool kits, rain coats, gum



  
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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 & allotted following safety gears during 2019-20 and 2020-21 and the same are procured periodically to made available to Power men.

Sl No	Name of the Material	Quantity
<b>2019-20</b>		
1	Rainwear	4600 Pairs
2	LED Torch	1600 Nos.
3	Reflective Jackets	1700 Nos.
4	Helmet	3300 Nos
5	Tool kit	4200 sets
<b>2020-21</b>		
6	Rubber Hand Gloves	4200 pairs
7	Safety Shoes with socks	5756 pairs

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.

#### 6) Directive on Providing Timer Switches to Streetlights by HESCOM.

##### Commission's Views

The Commission notes that the progress of providing timer switches to street lights is very poor. As per the statistics furnished in the tariff filing in November 2018, 19,203 SL installations were required to be provided with timer switches. Whereas, as per the information furnished in November 2019, 19,982 number of SL installations are to be provided with the timer switches.

This shows that, in spite of the directions of the Commission, HESCOM is servicing the SL installations without timer switches, thereby increasing the inventory of SL installations to be provided with timer switches.

**This shows that the HESCOM has not given adequate focus to this issue and has not coordinated with the concerned local authorities in installation of timer switches while servicing the new street light installations. Thus, the inaction and failure of the HESCOM has actually resulted in increase in the number street light installation**

  
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requiring timer switches. Failure to remedy this situation would not only result in wastage of electricity, but also shorter life of the installations and resultant avoidable expenditure on their replacement. Hence, HESCOM should seriously pursue this matter with the concerned local authorities strictly ensure fixing of timer switches while servicing the new installations and also repairs of faulty timer switches.

Thus, the inaction by the HESCOM has actually resulted in increase of number of street light installations requiring timer switches. This is a continuous action, and if timely action is not initiated, it results in wastage of electricity and the energy conservation is defeated.

Hence, HESCOM should seriously pursue this matter with the concerned local authorities, strictly ensure fixing of timer switches while servicing the new installations. Therefore, going by the progress, the Commission is of the view that the HESCOM is not serious in installing the timer switches.

It is the inbound duty of the Distribution Licensee to service the new installations by following the directions of the Commission. The Commission has noted the fact that, providing the timer switches to the street light installations fall under the purview of the BBMP / Municipal Administration. At the same time, it is the duty of the Distribution Licensee to adhere to the directives of the Commission while servicing the new or the extended circuit of the street light installations by getting the timers switches installed. This shows utter negligence by HESCOM in following the directives of the Commission.

Therefore, the Commission with a partial modification to the directive, reiterates that the HESCOM shall ensure that, the new streetlight installations and any extension / modification to be carried out to the existing streetlight installations shall be serviced only with timer switches. The compliance in this regard shall be submitted once in a quarter, regularly, to the Commission.

#### Compliance by the HESCOM:

HESCOM issued direction to all Chief Engineer (EI) / Superintending Engineer (EI) / Executive Engineer (EI) to ensure that all new streetlight / high mast installations including extensions made to the exciting streetlight circuits shall be serviced only after providing with timer switches vide L No: HESCOM/GM(T)/DSM/EE/AEE/F-13 AB/18-19/CYS-2070/3-9-2018 and also HESCOM is regularly pursuing towards implementation of the Directive. Further HESCOM is relentlessly pursuing local bodies for installing timer switches to avoid wastage of energy and spreading awareness about providing timer switches to Streetlights through newspaper and awareness programs. The compliance



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has been submitted quarterly.

HESCOM will adhere to the directives of the Hon'ble Commission issued vide tariff Order 2020 Dtd: 04.11.2020 for installing timer switches while servicing the new or the extended circuit of the street light installations.

Further HESCOM is and will seriously pursue this matter with the concerned local authorities, that the new streetlight installations and any extension / modification to be carried out to the existing streetlight installations shall be serviced only with timer switches and failed/damaged timer switches to be replaced by good one at earliest to avoid the wastage of energy.

The Status of installation of Timer switches to Street light installations as on end of Sep-20 as below.

Total No of Streetlight Installations	No of Installations Provided with Timer switches	Balance No of Streetlight Installations to be provided with Timer switches
25573	5784	19789

#### 7) Directive on load shedding:

##### Commission's Views

The Commission takes note of the submission of the HESCOM that it has taken action to provide information to the consumers through SMS about the time and duration of interruptions in power supply due to various reasons.

The Commission also notes that, HESCOM is making use of the URJA Mitra App developed by RECTPCL for emanating 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. HESCOM has to take further steps and speed up to update the database with the entire consumer strength of the Company to make the App effective.

HESCOM shall extensively use the URJA Mitra mobile application, which can be used as a link between HESCOM field staff and citizens for facilitation of outage dissemination information to all consumers through SMS. The application can also be integrated with any other system. This would significantly address the "consumers' dissatisfaction" on this issue and prevent inconvenience / disruption caused to the consumers especially the industrial

  
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**consumers. HESCOM can also save money required for development of similar software.**

Further, the Commission has noted with concern that, the number as well as the duration of interruptions are increasing, causing inconvenience to the consumers. The Commission notes that, even though the power availability has improved resulting in surplus power situation, the distribution network reliability has not similarly improved, causing frequent disruptions in power supply, which causes hardship to the consumers and also revenue loss to the HESCOM. The Commission directs HESCOM to take remedial measures to minimize power supply interruptions and ensure 24 x 7 power supply. HESCOM shall submit the action plan in this regard to the Commission within 3-months of this Order.

Further, the Commission considers that one of the main reason for power disruption is the failure of the Distribution Transformers. As per the SoP the (Indicative Maximum time limit for rendering service), notified by the Commission, the HESCOM is required to restore power supply affected due to DTC failure 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 also have contributed to the increase in number of failures of Distribution Transformers. Hence, the Commission directs HESCOM 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 quickly as possible. HESCOM is also directed to take action for effective monitoring and supervision by periodical maintenance and repairs of transformers and fix personal responsibility on the erring staff / officer in case of poor maintenance and poor quality of repairs.

HESCOM has not mentioned anything on the conduct of orientation program / 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. Hence, the Commission directs the HESCOM to conduct orientation programmes to the field staff to equip and motivate them to attend to the minor faults in the field itself and restore the power supply as early as possible. HESCOM is also directed to take up strict supervision over repairs to the transformers and ensure good quality repairs and fix



  
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personal responsibility on the erring staff / officer.

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

The Commission reiterates that the HESCOM shall comply with the directive on load shedding and submit monthly compliance reports thereon to the Commission regularly.

#### **Compliance by the HESCOM:**

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

- Construction of 11 KV link lines to reduce the load on the existing feeders, bifurcation of 11 KV lines and replacement of higher capacity conductor is being carried out with a sufficient capital budget provision for such works.
- New 33 KV stations and lines are added in Uttar Kannada / Vijayapur / Bagalkot / Belagavi and Dharwad District to reduce the load on the existing overloaded feeders and to improve the low voltage problems.
- Replacement of deteriorated and lower capacitor conductor by higher capacity conductor both in LT and HT lines.
- Providing UG cables in 11 KV distribution network for Belagavi, Gokak and Hubballi - Dharwad cities.

Also, it is instructed to carry out of maintenance work on all 11 KV feeders regularly to minimize power supply interruptions and ensure 24X7 power supply.

In this regard, an OM for nominating nodal officers for monitoring of pre monsoon maintenance work as well as maintenance work during monsoon on 11 KV HT/LT lines and Distribution Transformer Centers in HESCOM to minimize power supply interruptions was placed and is being followed.

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.

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.



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- 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 estimates of loads of the HESCOM that may be shed, when required, in discrete blocks is as shown below:

Blocks	Quantum of load may be shed in MW	Category of 11 KV feeders to be shed
6.00 hrs. to 9.00 hrs.	100-200	1 hr. LS to NJY and
		1 hr. LS to non - district head quarter feeders in 3 batches (6.00 hrs. -7.00 hrs. 7.00 hrs- 8.00 hrs. 8.00 hrs. -9.00 hrs.)
		1 hr LS to NJY, and
	200-300	1 hr LS to non-district head quarter feeders and
		1 hr LS to district head quarter feeders in 3 batches (6.00 hrs-7.00 hrs, 7.00 hrs-8.00 hrs, 8.00 hrs-9.00 hrs)
9.00 hrs. to 18.00 hrs.	100-200	1 hr LS to EIP and rural feeders in 3 batches (9.00hrs-12.00 hrs, 12.00 hrs-15.00hrs, 15.00hrs -18.00hrs)
		1 hr LS to EIP and rural feeders in 3 batches
		1 hr LS to NJY, and
	200-300	1 hr LS to non-district head quarter feeders in 3 (9.00hrs-12.00 hrs., 12.00hrs-15.00hrs,15.00hrs -
18.00 hrs. to 22.00	100-200	1 hr LS to NJY,
		1 hr LS to non - district head quarter and 1 hr LS to rural and EIP feeders in 2 batches (18.00hrs-20.00 hrs. 20.00hrs-22.00hrs)
	200-300	1 hr LS to NJY,
		1 hr LS to non - district head quarter 1 hr LS to rural and EIP feeders and 1 hr LS to district head quarter in 2 batches (18.00hrs-20.00 hrs. 20.00hrs-22.00hrs)
22.00 hrs. to 6.00 hrs.	100-200	1 hr LS to EIP and Rural feeders in 2 batches (22.00hrs-02.00 hrs. 02.00hrs-06.00hrs)
	200-300	2 hr LS to EIP and rural feeders in 2 batches (22.00hrs-02.00 hrs. 02.00hrs-06.00hrs)

- d) The REC has developed a web based application, "Urjamitra" and HESCOM has uploaded the data relating to all 11 KV feeders. The likelihood of interruption in power supply with time and duration of such interruptions are being uploaded in the web based application since from October, 2016 Outage information for both scheduled and unscheduled load shedding is being triggered to relevant consumers through SMS's in predefined format, by the concerned AEE, O & M Sub-divisions.



  
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HESCOM has uploaded the details of 37.73 lakhs of consumers in the database of Urjamitra out of 49.27 lakhs of consumers of its area. 2.16 crores of SMS's are triggered using the platform for 9113 numbers of scheduled outages and 1282 numbers of unscheduled outages, which can be seen in www.urjamitra.com.

- e) Where load shedding has to be resorted 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) HESCOMs 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, HESCOM is purchasing spot purchase of power in the power exchanges on day a head basis or by short term power purchase whenever needed.

Month wise sub-station wise and feeder wise data on interruptions in power supply is being regularly submitted to KERC every month.

**8) Directive on Establishing a 24 x 7 Fully Equipped Centralized Consumer Service Centre for Redressal of Consumer Complaints :**

**Commission's Views:**

The Commission notes that the HESCOM has established necessary infrastructure for effective redressal of consumer complaints. While taking note of the efforts made by HESCOM, it is observed that, the number of complaints is increasing year on year. It had come to the notice of the Commission that, complaints on the behavioral attitude of executives working in the CCC have. The Commission is not happy with the reply furnished by HESCOM in respect of imparting training to the executives working in

  
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CCC. However, HESCOM shall instruct the agency to impart suitable training and continue to impart such trainings to the executives, on public relations and behavioral aspects, human relations etc., The Commission directs HESCOM to deploy Senior Level Officers to supervise and to review all the activities of the CCC, and shall initiate disciplinary action against erring officials.

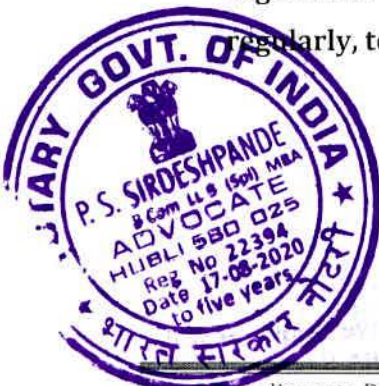
HESCOM shall put in place a system of recognizing the best performing customer care executive every week / fortnight / month and publicize such recognition so as to incentivize better performance from them. The Commission notes with displeasure that HESCOM has not yet put in place a system aimed at improving the activities / efficiency of the of CCC.

The Commission notes that the HESCOM has not furnished the detailed information on the average time taken to attend to a complaint as at present and the efforts made to reduce the downtime further in future.

The Commission directs HESCOM that it should continue its efforts to further improve the delivery of consumer services, especially to further reduce the time required for resolving consumer complaints regarding breakdowns of lines / equipment, failure of transformers etc., resulting in interruptions in power supply. These complaints should be given prompt and effective response. The Commission also directs HESCOM to analyses the nature of complaints registered and takes action to minimize the number of complaints.

It is also imperative that necessary steps are taken to continuously sensitize the field-staff about efficient handling of consumer complaints apart from improving their general efficiency.

**The Commission reiterates its directive to the HESCOM to 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 complaints registered. The compliance in this regard shall be furnished once in a quarter regularly, to the Commission.**



  
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**Compliance by the HESCOM:**

As the population and in turn consumers are increasing year on year therefore increase in no. of Complaints received, HESCOM has established Centralized Customer Care Centre (CCC) which was running round the clock with 24 Call Centre Executives (CCE) in 7 seater had been increased to 54 CCEs in 15 seater and 4 Team leads to carry out effective management of complaint handling procedure. Monitored by Assistant Engineer and One Junior Engineer per shift are supervising the activities of CCC and as directed disciplinary actions will be taken for the erring official/ executives.

HESCOM has provided necessary training in co-ordination with the firm to carry out the work in polite and respectful manner. Disciplinary actions will be initiated against the firm, if the complaints against CCE about the negative (disrespectful) social attitude received. HESCOM will instruct the agency to impart suitable training and continue to impart trainings to the executives, on public relations and social aspects, human relations etc.,

HESCOM has devised mechanism to recognize the best performing executive every month by collecting Review / rating / information from Team leaders and shift in charge Junior Engineer, as the system is still in progress.

The Total No. of complaints received at CCC for the FY 2019-20 are 342327 Nos and FY 2020-21 i.e. up to Sep-2020 are 257510 Nos. the complaints are attended under different categories as given below:

**FY 2019-20:**

Complaints received at CCC	Complaints received at other than CCC	Details of complaints received during FY 2019-20					Time taken to attend complaints	
		Fuse off call	LT Line	Transformer	11kV feeder interruptions	Total	Min time	Max. time
	5210	319289	711	22327	2661	342327	10 min	30 days (based on nature of complaint)

**FY 2020-21:**

Complaints received at CCC	Complaints received at other than CCC	Details of complaints received during FY 2020-21 up to Sep-2020					Time taken to attend complaints	
		fuse off call	LT Line	Transformer	11kV feeder interruptions	Total	Min time	Max. time
246997	10513	243582	693	13235	2386	257510	10 min	30 days (based on nature of complaint)



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