

## 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 (EI) 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 |

Also in this Vigilance Wing Technically Qualified Asst. Ex. Engineers/Assistant Engineers, they work 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, Uttar Kannada, Gadag, Haveri, Belagavi, Vijayapur and Bagalkot. In Belagavi District 2 No's of Vigilance police station 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 area's 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 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.



**Executive Engineer (EI)**

RA Section

Corporate Office, Hescm  
Navanagar, Hubballi - 580 025

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

Vigilance Activities of Inspections of installations								
Vigilance Activities of Inspections of installations in (level-4 only), up to September 2019								
Sl. No	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			
1	FY -19	LT-3	3536	97	499	251408.2	7414786	390200
		LT-5	1554	75	261	169558.7	3841731	834000
2	FY-20 Up to Sept-19	LT-3	1673	53	155	78675.89	2252431	257000
		LT-5	873	36	107	77950.5	2614118	534000

Year	No of installations checked	Cognizable cases booked			Total	Misc.		Total		Recovery			
		cases	BBC (in lakhs)	Compounding (in lakhs)		cases	BBC (in lakhs)	cases	BBC cog/Misc. & compounding (in lakhs)	Cog BBC (in lakhs)	Compounding (in lakhs)	Misc. BBC (in lakhs)	Total
2	3	4	5	6	7	8	9	10	11	12	13	14	15
FY -20	30558	2074	154.22	54.63	208.85	5916	858.25	7990	1067.10	119.81	50.11	719.01	888.93
FY-21 (Up to Sept-20)	16260	970	72.08	27.23	99.31	3275	413.79	4245	513.10	107.8	30.34	336.00	474.14

**QUALITY OF SERVICE.:** The power supply to Urban/Rural areas was regulated as per the direction of GoK. The durations of interruptions, in Urban & Rural areas for FY-20 & FY-21(Up to Sept-20) is as noted below.

Year	HESCOM	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-20	BGM Zone	Rural	2130	750146	581714.95	2115844	352	273.11	0.35	0.27
		Urban	200	46193	12586.58	746780	231	62.93	0.06	0.02
	HBL Zone	Rural	761	475241	438464.88	1169434	2040	1631.74	1.24	1.17
		Urban	259	83097	41426.13	85007.04	1100	583.26	0.34	0.18
FY-21 Up to Sep-2020	BGM Zone	Rural	2196	494497	419117.50	2111049	190	131.68	0.19	0.14
		Urban	214	31450	10023.60	787980	141	33.09	0.03	0.01
	HBL Zone	Rural	795	264745	280053.98	1197345	1035	836.30	0.63	0.61
FY-20	HESCOM	Urban	267	63329	48150.10	1190576	590	363.08	0.18	0.12
		Rural	2891	1225387	1020179.85	3285278	424	352.88	0.37	0.31
FY-21 Up to Sep-2020	HESCOM	Urban	459	129290	54012.72	1596854	282	117.67	0.08	0.03
		Rural	2991	759242	699171.49	3308394	254	233.76	0.22	0.21
	HESCOM	Urban	481	94779	58173.70	1978556	197	120.94	0.04	0.03

Executive Engineer (Ei)

RA Section

**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 of		HT : LT Ratio
	11KV Line	LT Line	
2018-19	85094.15	135108.83	1:1.587
2019-20	87346.13	136562.51	1:1.563
2020-21 (upto-September-20)	88845.17	137919.04	1:1.552

**DISTRIBUTION TRANSFORMER FAILURE:**

Single phasing of power supply during peak hours and un-scheduled load shedding in the rural areas and to some extent running of un-authorized IP-sets are the major reasons for failure of most of the transformers. Remedial measures such as straightening of poles, restringing of loose spans, re-conductoring of DTC's earthing & regularization of un-authorized IP-sets and strengthening of network by creating infrastructure etc. are undertaken to prevent failure of distribution transformers.

The below mentioned table shows the failure Distribution Transformers for the period FY-19 & FY-20 (upto-Sept-19)

Fin. Year	2019-20	2020-21 (upto-September-20)
Existing Trfrs.	223601	228471
Trfrs. Failed	41249	15206
% of failure	18.44	6.65

Further, there are 48 local Transformer Repair Centers in HESCOM i.e. 45 no of local repair Centers & 3 no of Mega Repair Centers established in HESCOM for early repair and replacement of failed transformers, thus maintaining reliability.



  
**Executive Engineer (EI)**  
RA Section  
Corporate Office, Hescrom  
Navanagar, Hubballi - 580 025

**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 as on the quarter ending on 30<sup>th</sup> September 2020 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 Year(31.03.2019)	Number of grievances received during the year	Number of grievances disposed during the year	Number of grievances Pending at the end of the year (31.03.2020)	Details of pendency					Number of sittings of CGRF in the YEAR	No of cases/Grievances where decision in favor of licensee	No of cases grievances where decision favor 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			
Dharwad	1	9	7	3	3	0	0	0	0	11	5	2
Gadag	1	5	6	0	0	0	0	0	0	11	2	4
Haveri	0	0	0	0	0	0	0	0	0	4	0	0
Uttara Kannada	2	5	4	3	3	0	0	0	0	12	4	0
Belagavi	0	5	4	1	0	1	0	0	0	8	4	0
Bagalkot	1	7	8	0	0	0	0	0	0	10	8	0
Vijayapur	0	5	5	0	0	0	0	0	0	9	5	0
<b>Total</b>	<b>5</b>	<b>36</b>	<b>34</b>	<b>7</b>	<b>6</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>65</b>	<b>28</b>	<b>6</b>

To create awareness about the functioning of CGRF among the public advertisement has been issued in Kannada newspapers. Further, it has been made mandatory to hold one sitting on 9<sup>th</sup> of every month in each district. 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. The contact No. & address of the forum are printed on the backside of the consumer bill.



  
**Executive Engineer (EI)**  
RA Section  
Corporate Office, Hescom  
Navanagar, Raoballi - 580 025

**HRD ACTIVITIES:**

**Progress during the FY 2019-20 (up to Sept-20)**

1. As per Karnataka Govt. Apprenticeship Act-1961, one-year Apprenticeship training was provided to **93** Nos. of ITI passed candidates.
2. Pre-promotional training of 28 working days was conducted for **79** No. of MR/OS/ASK/Operator to be promoted as Junior Engineers as per the seniority list in two batches.
3. Pre-promotional training of 28 working days was conducted for **39** Nos. of SSLC passed Maintenance Staff to be promoted as MR/OS/ASK/Operator.
4. Refresher Training Programme on "Behavioral Skills" was conducted in 4 batches for **91** Nos. of A&B group officers.
5. Pre-employment training to **14** Nos. of Junior Engineers who were recruited on 10% quota & Compassionate grounds was conducted.
6. Pre-employment training to **22** Nos. of Junior Meter Readers was conducted.

**Action Plan for FY 2020-21(Sept-2020 to Mar-2021)**

- 1) As per Karnataka Govt. Apprenticeship Act-1961, one-year Apprenticeship training will be provided to 246 Nos. of ITI passed candidates.
- 2) Pre-promotional training of 28 working days will be conducted for 30 No. of MR/OS/ASK/Operator to be promoted as Junior Engineers as per the seniority list.
- 3) Refresher Training Programme on "Behavioral Skills" is planned to be conducted in 4 batches for 100 Nos. of A&B group officers.
- 4) National Training Programme for 500 C & D group employees is scheduled to be conducted in 20 batches.

**Action Plan for FY 2021-22 (April-2021 to Mar-2022)**

1. As per Karnataka Govt. Apprenticeship Act-1961, one-year Apprenticeship training will be provided to **246** Nos. of ITI passed candidates.
2. Pre-employment training to differently abled **97** No. of Revenue Assistants and **69** No. of Junior Assistants will be conducted
3. Pre-promotional training of 28 working days will be conducted for **80** Nos. of MR/OS/ASK/Operator to be promoted as Junior Engineers as per the seniority list.
4. Pre-promotional training of 28 working days will be conducted for **80** Nos. of SSLC passed Line Maintenance staff to be promoted as MR/OS/ASK/Operator as per the seniority list.
5. Refresher Training Programme on "Behavioral Skills" is planned to be conducted in 4 batches for **100** Nos. of A&B group officers.
6. National Training Programme for **500** C & D group employees is scheduled to be conducted in 20 batches.



**Executive Engineer (EI)**  
RA Section

Corporate Office, Hescom  
Navanagar, Hubballi - 580 025

**IT INITIATIVES:**

- a) **HESCOM Website:** HESCOM website has been designed by incorporating GIGW (Government of India Guidelines for Website) guidelines, Kannada Abhivruddhi Pradhikara guidelines and Accessibility guidelines. HESCOM new website has been reviewed and accepted by e-Governance department of Karnataka government. The HESCOM Website is maintained by IT Section of HESCOM and URL <https://hescom.karnataka.gov.in/> is running successfully. Website is updated regularly. HESCOM Website provides all the basic information regarding Company Profile and activities.
- 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 2<sup>nd</sup> 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.
- d) **Customer Call Center:** 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 consumer grievances. The helpline executives are working round the clock. The helpline Number is **1912**.

The Company is committed to provide best care to its Customers. Towards this, 24x7 Centralized Customer Care Centre has been established at Corporate Office of HESCOM for proper monitoring of Customer Care activity such as registration of consumer complaints and speedy redressal of consumer grievances.

To avoid call congestion No. of Call Center executives have been increased.

Men (Skilled) with vehicle provided for rendering 24x7 services in all Taluka Headquarters coming under the Jurisdiction of HESCOM.

- e) **E-procurement:** Government of Karnataka (GoK) through its Implementing Agency Center for E-Governance has implemented single, unified, end to end, E-procurement platform in Karnataka. The E-procurement system has been implemented in HESCOM from 19.07.2010 to procure goods, work contract and services through the e-procurement platform.

  
**Executive Engineer (EI)**

NA Section

Corporate Office, Hescom  
Navanagar, Hubballi - 580 025

- f) **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.
- g) **ATP (Any Time payment) counters:** Any Time Payment KIOSKS were installed in HESCOM for 55 nos 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).
- h) **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.
- i) **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.
- j) **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 July 2017 in its Sub divisions/Accounting sections.
- k) **GIS and Thermography:** The Broad scope of the work is as follows.
- a. GIS survey of all distribution transformers and plot them on web based maps.
  - b. Carrying out thermal imaging survey of all transformers and upload the digital photographs of each DTC to the web based centralized software system for viewing by the users for rectification of hotspots.
  - c. Tracking of all assets from the time of purchase through commissioning till retirement of the asset.



Executive Engineer (EI)  
RA Section  
Corporate Office, Hescom  
Navanagar, Hubballi - 580 025

## SOLAR PROJECTS IN HESCOM:

### ➤ 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 Govt. has issued Solar Policy 2014-2021.

The Solar Policy 2014-2021 promises Solar Power adoption in the Industrial/ Commercial and Residential segments for PV Roof Top Grid Connected System. The application is hosted on website of HESCOM along with the guidelines and formats. Paper Notification has been issued for the information to the public.

In HESCOM, 1420 solar rooftop projects are commissioned with a capacity of 33.07 MW.

### ➤ Solar Pump Set (Off Grid):

The Government of Karnataka Order No. EN-54 VSC-2014, Dtd: 28-02-2015 has announced Off Grid Solar IP Set scheme for 5 HP Pump sets. KREDL is being the State Nodal Agency it has implemented 1501 Solar IP Sets within the Jurisdiction of HESCOM.



  
Executive Engineer (EI)  
RA Section  
Corporate Office, Hescm  
Navanagar, Hubballi - 580 025





**PRAYER before the Honorable Commission:**

HESCOM with averments made in the respective paras of the ERC/ARR & Tariff Petition for FY-22 duly detailing the revenue requirement of HESCOM respectfully **prays the Hon'ble Commission to;**

Consider the Annual Performance of HESCOM for FY-20 and carry forward the revenue surplus of Rs. 137.60 Crs, to ARR of FY-22.

- A. Approve the net ARR of Rs.9890.72 Crs for FY-22.
- B. Approve the total revenue deficit of Rs.974.77 Crs as detailed in above paras and allow HESCOM to average increase the tariff to an extent of Rs.0.83 per unit, across all categories.
  - C. Partly by uniform increase in fixed charges of Rs. 10 per KW/HP/KVA per month for all categories. (Amounting to Rs. 114.46 Crs)
  - D. Partly by uniform increase in Energy Charges Rs. 0.73/unit on total sales of 11,762.58 MU. (Amounting to Rs. 860.31 Crs)
- E. Approve the proposed purchase, sales, and losses, CAPEX, ARR and ERC for FY-22.
- F. Approve the wheeling charges cross subsidy charges and RPO Compliance.

Executive Engineer (EI)  
RA Section  
Corporate Office, HESCOM  
Hubballi-580 025

**ATTESTED**

**NOTARY.**

  
Executive Engineer (EI)  
RA Section  
Corporate Office, Hescm  
Navanagar, Hubballi - 580 025

