

**Application for Approval of Annual Performance
Review for FY-19 and Approval for ARR & ERC FY-21
And
TARIFF FILING FOR FY-21 of HESCOM Hubballi.**

Filed on-27.11.2019



**BEFORE KARNATAKA ELECTRICITY REGULATORY COMMISSION AT,
BENGALURU.**

FILLING No....

Case No....

In the matter of:

An Application for Approval of Annual Performance Review for FY-19 and Approval for ARR & ERC FY-21 under Section 61 & 62 of the Electricity Act, 2003 read with relevant Regulations of KERC (Tariff) Regulations including KERC (Terms and Conditions for Determination of Tariff for Distribution and Retail Sale of Electricity) Regulations, 2006, MYT Order No. D/01/6 dated 31-05-2006. In accordance with the statutory provisions, HESCOM Hubli has to file the performance review application of FY-19 before 30th November 2019. Approval of the Board of Directors has been obtained to file the APR for FY-19, Tariff filing for FY-21 and Approval of ARR & ERC FY-21.

In the matter of:

Hubli Electricity Supply Company Limited,
Corporate Office, Navanagar,
P. B. Road,
Hubli-580025.



AFFIDAVIT

I, Padmashree K. T. wife of Sri Hanmanthappa aged 35 years, working at Corporate Office, HESCOM, P.B. Road, Navanagar, Hubli-580025, do solemnly affirm and say as follows.

I am the Addl. Charge of Executive Engineer (EI), Regulatory Affairs Corporate Office HESCOM Hubli and I am duly authorized to submit the application for approval of APR for FY-19, approval of ARR & ERC for FY-21 and Tariff Filing for FY-21 before the Hon'ble Commission.

The statements made in the application and the related Annexure/Forms of ARR & ERC application for FY-21 herein now shown to me and marked with letter 'A' are true to my knowledge and the statements made in the application are based on information I believe them to be true and correct.

Solemnly affirmed at Hubli on this day 27th November, 2019 that the contents of the above affidavit are true to my knowledge, no part of it is false and nothing material has been concealed there from.

Place: Hubballi

Date: 27.11.2019

Executive Engineer (EI)

RA Section HESCOM, Navanagar,
Hubballi - 580025.

SOLEMNLY AFFIRMED BEFORE ME

No. of Corrections

(0) Nil

NOTARY

NOTARY

27 NOV 2019

INDEX

| Sl. No | Particulars | Page Nos. |
|--------|---|-----------|
| 1. | Profile of HESCOM | 1 |
| 2. | Compliance to Directives | 2-59 |
| 3. | Annual Performance review for FY-19 | 60-88 |
| 4. | Aggregate Revenue Requirement FY-20 | 89-91 |
| 5. | Revised Capital Investment Plan for FY-20 | 92-96 |
| 6. | Power Purchase -Consumption and Amount FY-20 (Up to Sept-19) & RPO | 97-98 |
| 7 | Annual Revenue Requirement-FY-21 | 99 |
| 8 | Sales Forecast for FY-21 | 100-117 |
| 9 | Distribution loss for FY-20 | 117 |
| 10. | Revised Capital Budget Proposal for FY-21 | 118-121 |
| 11. | Projected Energy Availability and Cost. | 122-135 |
| 12. | Operation and Maintenance and other expenses. | 136-143 |
| 13. | Expected Revenue from Charges for FY-21. | 143-146 |
| 14. | Consolidated ARR for FY-21. | 147-148 |
| 15 | Revenue Gap for FY-21. | 149 |
| 16 | Bridging the revenue gap for FY-21. | 149 |
| 17 | HESCOM Activities. | 150-158 |
| 18 | Prayer | 159 |
| 19 | Tariff Revision Proposal | 160-172 |
| 20 | Proposed Tariff for FY-21 | 173-206 |
| 21 | A & D Formats | 207-284 |
| 22 | DCB statements | 285-312 |
| 23 | Annual Reports FY-19 | 313-377 |
| 24 | Half yearly Accounts | 378-421 |





 Executive Engineer (R) /
 RA Section
 Corporate Office, HESCOM
 Hegganahalli, Hubballi - 580 025

TABLE OF ERC FORMS

| FORM No. | Particulars |
|-----------------|---|
| A1 | Profit and Loss Account DB and RSB for control period |
| A2 | Balance Sheet as at the end of the year |
| A3 | Cash Flow statement for the year |
| A4 | ROE |
| D1 | Cost of Power Purchase with Annexure |
| D2 | Revenue from sale of power |
| D3 | Revenue subsidy and grants |
| D4 | Tariff Income (Other Income) |
| D5 | Repairs & Maintenance cost |
| D6 | Employee cost |
| D7 | A & G Charges |
| D8 | Depreciation |
| D9 | Loans and Debentures and Interest Charges |
| D10 | Details of expenses capitalized |
| D11 | Other Debits |
| D12 | Extra ordinary items |
| D13 | Net prior credit charges |
| D14 | Contribution, Grants and Subsidy towards cost of capital Assets |
| D15 | Grossed Fixed Assets |
| D16 | Net Fixed Assets |
| D17 | Work in progress-Distribution |
| D18a | Consolidated Tariff wise DCB for FY-19 |
| D19 | Energy Flow Diagram |
| D19a | Commercial Losses Identified and Assessed |
| D20 | Tariff as existing and proposed Tariff |
| D21 | Revenue at Current Tariff charges for, September-18, FY-18 at proposed tariff |
| D22 | Expected Revenue when Proposed Tariff is Introduced for part year |
| D23 | Embedded cost of service of supply of Electricity |
| D24 | External Subsidy |
| | Annexed |
| | DCB |
| | Half Yearly Accounts |
| | Final Audited Accounts FY-19 |





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ABBREAVATION

| | |
|------------|--|
| AEH | All Electric Home |
| A&G | Administrative & General Expenses |
| APDRP | Accelerated Power Development & Reform Program |
| ATL | Anti -Theft Law |
| BJ | Bhagya Jyothi |
| CAGR | Compounded Annual Growth Rate |
| CMCs | City Municipal Corporations |
| Commission | Karnataka Electricity Regulatory Commission |
| Cr. | Crores |
| ERC | Expected Revenue from Charges |
| DB | Distribution Business |
| ESCOM | Electricity Supply Company |
| FY | Financial Year |
| GFA | Gross Fixed Assets |
| GoK | Government of Karnataka |
| GoI | Government of India |
| HESCOM | Hubli Electricity Supply Company Limited |
| Hrs | Hours |
| HT | High Tension |
| IP | Irrigation Pump Sets |
| IT | Income Tax |
| KERA | Karnataka Electricity Reform Act 1999 |
| KERC | Karnataka Electricity Regulatory Commission |
| KJ | Kutir Jyothi |
| KPTCL | Karnataka Power Transmission Corporation Limited |
| KV | Kilo Volt |
| KVA | Kilo Volt Ampere |
| KW | Kilo Watt |
| KWh | Kilo Watt Hour |
| LDC | Load Dispatch Centre |
| LT | Low Tension |
| MOU | Memorandum of Understanding |
| MRT | Meter and Relay Testing |
| MU | Million Units |
| MUSS | Master Unit Sub-station |
| MW | Mega Watt |
| NFA | Net Fixed Assets |
| O&M | Operation & Maintenance |
| PT | Professional Tax |
| R&M | Repair & Maintenance |
| RoE | Return on Equity |
| RoR | Rate of Return |
| RSB | Retail Supply Business |
| TC | Transformer Centre |
| T&D | Transmission & Distribution |
| TMC | Town Municipal Corporation |
| T&P | Tools and Plants |
| TL & SS | Transmission Lines and Sub-Stations |
| TP | Taluk Panchayat |
| VP | Village Panchayat |




Executive Engineer (E)
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"A"

**Before the Honorable Karnataka Electricity Regulatory Commission,
No. 16, C-1, Millers Bed Area, Vasant Nagar, Bengaluru-560 052.**

Filing No. : /2019
Case No. : /2019

Filing of the APR for FY-19, application for Approval of Annual Performance Review for FY-19 and Approval for ARR & ERC FY-21, Tariff filing for FY-21 under Multi Year Tariff principles in accordance with the KERC (Terms and Conditions for determination of Tariff for Distribution and retail Sale of Electricity) Regulations, 2006 by HESCOM as Distribution and Retail Supply Licensee.

In the matter of:

Hubli Electricity Supply Company Limited,
Corporate Office, Navanagar,
P.B. Road,
Hubli-580025.

Applicant respectfully submits as under:

- 1) This filing is made by HESCOM under Section 61 of Electricity Act, 2003 for approval of APR for FY-19, determination of Revised ARR & ERC FY-21 and Tariff for the Retail Supply Business and Distribution Business for the year FY-21 following the Multi Year Tariff principles as laid out in regulations of Hon'ble KERC.
- 2) This application is filed as per provisions of above said regulations issued by the Hon'ble Commission.

This application comprises following features:

- a. Profile of HESCOM.
- b. Sale forecast for the period FY-21 and Energy requirement.
- c. Segregation of accounts between DB and RSB.
- d. APR of HESCOM for FY-19.
- e. ERC for FY-19 & FY-21.
- f. ARR for Distribution Business.
- g. ARR for Retail Supply Business.
- h. Revenue gap for FY-21.
- i. Compliance to directives.
- j. Capital investment plan for FY-20-21.
- k. Distribution loss trajectory for FY-20.
- l. Tariff proposal for FY-21.
- m. Prayer of HESCOM



[Signature]

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PROFILE OF HESCOM:

Consumer Profile (FY -20): (As on 30.09.2019)

| Tariff | LT1 | LT2 | LT3 | LT4 | LT5 | LT6 | LT7 | HT | Total |
|-----------------|--------|---------|--------|--------|--------|-------|--------|-------|---------|
| No of Consumers | 765917 | 2784811 | 381838 | 960730 | 120267 | 73343 | 110446 | 3643 | 5200995 |
| Percentage | 14.726 | 53.544 | 7.342 | 18.472 | 2.312 | 1.410 | 2.124 | 0.070 | 100 |

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 | 01 | 01 | 01 | 04 | 11 | 02 | 38 |
| 2 | Gadag | - | - | - | 02 | 07 | 05 | 18 |
| 3 | Haveri | - | - | 01 | 02 | 09 | 08 | 33 |
| 4 | Uttara Kannada | - | - | 01 | 04 | 11 | 02 | 37 |
| 5 | Belagavi | - | 01 | 02 | 08 | 21 | 15 | 74 |
| 6 | Vijayapura | - | - | 01 | 03 | 13 | 03 | 51 |
| 7 | Bagalkote | - | - | 01 | 03 | 11 | 11 | 37 |
| TOTAL | | 01 | 02 | 07 | 26 | 83 | 46 | 288 |

Vacancy Position as on 30.09.2019.

| Group | Sanctioned | Working | Vacant |
|--------------|--------------|-------------|-------------|
| A | 400 | 339 | 61 |
| B | 616 | 392 | 224 |
| C | 5838 | 3990 | 1848 |
| D | 10076 | 5108 | 4968 |
| Total | 16930 | 9829 | 7101 |



[Signature]
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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 during FY18 and 1st and 2nd quarter of FY19.

The Commission in the KPTCL and ESCOMs' Review Meeting held on 16.11.2018, had reiterated its directions to the ESCOMs to conduct the consumer interaction meetings in the sub-divisions **chaired by either the jurisdictional Superintending Engineer or the jurisdictional Executive Engineer** to effectively redress the consumer grievances. The Commission notes the submission made by HESCOM that, such meetings are being conducted on a single day i.e., on 3rd Saturday of every month in its entire area covering all the sub-divisions. Also it is observed that the CIM's are conducted along with the Lok-Adalats. In the preliminary observations, the Commission had raised a concern that, if such meetings are conducted on only one day of the month in its entire area covering all sub-divisions, it is not clear as to how the SEE or EE could attend and chair all such meetings, as directed by the Commission. The Commission had directed HESCOM to clarify this by furnishing the details, indicating the dates on which the meetings were conducted. HESCOM has not furnished the details as desired by the Commission, instead, has furnished the details in the form of the summary, in its replies. Also, HESCOM submits that the CIMs are conducted along with the Adalats, as per the directions of the then Energy Minister, in the MMR meeting held on 01.07.2017.

As per the abstract of CIMs furnished in the replies, for the period 1st and 2nd quarter of FY19, it could be seen that, in Hubli O&M Circle, there are 18 numbers of sub-divisions. As per the directions of the Commission, if one CIM in each of the sub-division was conducted, there would have been 36 CIMs. Instead, it is found that there are 108 CIMs conducted. The number of CIMs chaired by EEE and SEE are only 16 (10+6). This is the state of affair with all the O&M Circles of HESCOM, as stated.

The Commission is of the view that the dates of such meetings in the sub- divisions should be staggered in a quarter, so that the senior officers such as the Superintending Engineer or the Executive Engineer can chair the meetings and are able to redress all the complaints relating to supply of electricity. Accordingly, the HESCOM is directed to conduct consumer interaction meetings at the sub-divisions on different designated dates. Further, the Commission desires that, **such meetings are strictly chaired by**


Executive Engineer (EI)

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Corporate Office, Hescocom

Navanagar, Hubballi - 580 025 Page 2



either the jurisdictional Superintending Engineer or the jurisdictional Executive Engineer and no other officer. 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 or the Executive Engineer, as the case may be, who fails to conduct such meetings.

The Commission also reiterates its directive to the HESCOM to conduct consumer interaction meetings chaired by either the jurisdictional Superintending Engineer or jurisdictional Executive Engineer once in a quarter, 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.

In addition to the quarterly meetings to be chaired by the jurisdictional SEE or the jurisdictional EE, the CIM being conducted by the Asst. Executive at the sub-division level on third Saturday of every month, may be continued, so as to attend to the grievance of the consumers.

A compliance report (Quarterly) shall be submitted to the Commission regularly in the format given below, along with a copy of the proceedings of each meetings.



| Sl. No | Name of the Circle | No. of Sub-divisions existing | No. of Sub-divisions in which CIM is conducted | Name of the Sub-division | Date on which CIM conducted | Name & designation of the Officer Chairing the CIM | No. of Consumers attended | No of Complaints Received | No. of Complaints disposed | CB |
|--------|--------------------|-------------------------------|--|--------------------------|-----------------------------|--|---------------------------|---------------------------|----------------------------|----|
| 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 11 |
| | | | | | | | | | | |

Compliance by the HESCOM:

Consumer interaction meetings in HESCOM were conducted at the sub-divisional level on every 3rd Saturday at every sub-division office compulsorily along with Lok - Adalats. As per the directions of the Hon'ble Commission, strict instructions vide this Office Letter No : CYS 1334 Dtd : 01.07.2019 has been issued to all SEE'/EE's of the O & M

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Circles and Divisions to conduct the consumer interaction meeting once in a quarter in all sub divisions and to ensure that Consumer Interaction Meetings (CIM conducted in each of its O&M sub-division) is chaired by the Superintending Engineers or Divisional Executive Engineers failing which penalty will levied by the Commission as stated in the directive . Further, awareness is also being created under DSM activities to enable the public / consumers to participate in the consumer grievance meetings.

The details of the 1st Quarter of FY-20 are as given below.

Quarter - I of FY20 (April 2019 to June 2019)

| 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 | 54 | 40 | 40 | 0 | 51 |
| 2 | Haveri | 9 | 9 | 59 | 59 | 0 | 50 |
| 3 | Sirsi | 11 | 14 | 51 | 45 | 6 | 101 |
| 4 | Belagavi | 12 | 30 | 205 | 198 | 7 | 239 |
| 5 | Chikkodi | 9 | 14 | 64 | 64 | 0 | 149 |
| 6 | Bagalkote | 11 | 22 | 120 | 110 | 10 | 210 |
| 7 | Vijayapur | 13 | 22 | 107 | 106 | 1 | 142 |
| | Total | 83 | 165 | 646 | 622 | 24 | 942 |

Quarter - II of FY20 (July 2019 to Sept 2019)

| 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 | 54 | 76 | 71 | 0 | 118 |
| 2 | Haveri | 9 | 9 | 169 | 169 | 0 | 145 |
| 3 | Sirsi | 11 | 32 | 412 | 386 | 21 | 503 |
| 4 | Belagavi | 12 | 38 | 395 | 373 | 21 | 412 |
| 5 | Chikkodi | 9 | 20 | 106 | 97 | 9 | 160 |
| 6 | Bagalkote | 11 | 31 | 149 | 135 | 14 | 217 |
| 7 | Vijayapur | 13 | 31 | 93 | 93 | 0 | 172 |
| | Total | 83 | 215 | 1400 | 1324 | 65 | 1727 |

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. Further, details are being submitted to the Commission on a quarterly basis for review.



[Signature]
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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.

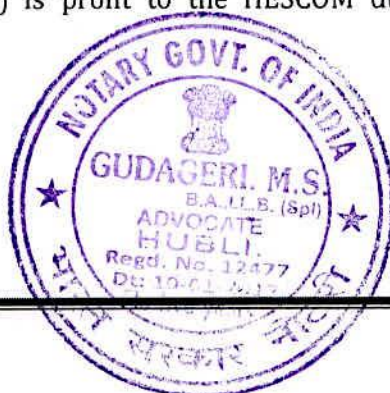
Commission's Views:

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 FY18 as well during FY19 till September 2018. 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.21.28 Crores to HESCOM during FY18, and Rs.14.08 Crores during FY19 till September 2018 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. HESCOM shall also note that the directive in this regard was made part of the Tariff Order 2017, considering that the Commission's earlier directions in the matter was not being followed, **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 10.20 MU in FY-19 and 6.39 MU in FY-20 (up to Sept-19) is profit to the HESCOM due to billing done considering 15-minute time block.




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The Month wise details are given below.

Details of Open Access transactions for the year FY-19.

| Sl. No. | Month | Scheduled Units as per SLDC/IEX | Actual Open Access Units | Profit units to HESCOM |
|---------|--------------|---------------------------------|--------------------------|------------------------|
| 1 | Apr-18 | 30.01 | 28.27 | 1.74 |
| 2 | May-18 | 20.86 | 20.39 | 0.47 |
| 3 | Jun-18 | 19.41 | 16.78 | 2.63 |
| 4 | Jul-18 | 26.27 | 24.32 | 1.95 |
| 5 | Aug-18 | 28.73 | 27.41 | 1.32 |
| 6 | Sep-18 | 21.43 | 19.93 | 1.51 |
| 7 | Oct-18 | 2.84 | 2.75 | 0.09 |
| 8 | Nov-18 | 16.57 | 16.30 | 0.27 |
| 9 | Dec-18 | 17.90 | 18.29 | -0.40 |
| 10 | Jan-19 | 22.25 | 22.11 | 0.14 |
| 11 | Feb-19 | 19.18 | 18.94 | 0.23 |
| 12 | Mar-19 | 11.71 | 11.46 | 0.25 |
| | Total | 237.16 | 226.96 | 10.20 |

Details of Open Access transactions for the year FY-20 (up to Sept-19).

| Sl. No. | Month | Scheduled Units as per SLDC/IEX | Actual Open Access Units | Profit units to HESCOM |
|---------|--------------|---------------------------------|--------------------------|------------------------|
| 1 | Apr-19 | 15.67 | 14.05 | 1.62 |
| 2 | May-19 | 10.32 | 10.14 | 0.18 |
| 3 | Jun-19 | 13.67 | 13.26 | 0.41 |
| 4 | Jul-19 | 16.81 | 12.95 | 3.87 |
| 5 | Aug-19 | 11.04 | 10.84 | 0.20 |
| 6 | Sep-19 | 17.94 | 17.83 | 0.12 |
| | Total | 85.46 | 79.07 | 6.39 |



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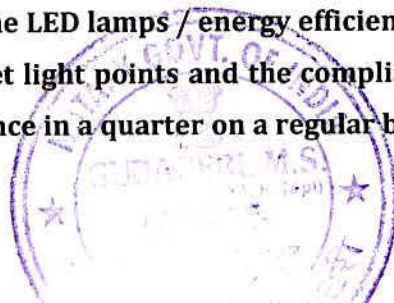
3) Directive on Energy Conservation:

Commission's Views:

While appreciating the efforts of HESCOM in selling approximately 20 Lakh numbers of LED bulbs, the Commission notes that the HESCOM has not issued any Circulars towards implementation of the directive. HESCOM has not submitted the compliance in respect of ensuring and providing of LED lamps / energy efficient lamps while servicing of new streetlight / high mast installations including extensions made to the existing streetlight circuits. 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.

Further, 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. As undertaken during the review meeting, HESCOM shall use only energy efficient bulbs and appliances in some of its offices and demonstrate their benefits to the general consumers.

The Commission reiterates that the HESCOM shall continue 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, 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**



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Corporate Office, HESCOM
Navanagar, Hubballi - 580 025

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:

Energy Conservation – Use of Energy Efficient Equipment's.

HESCOM issued direction to all CEE'/SEE'/EE's & 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 also constantly pursuing of the report for serviced installations ensuring LED lamps / energy efficient lamps. Status of LED provided to Streetlight Installations as on end Sep-2019 is as below,

| ESCOM | Total No of Streetlight Installations | No of Installations Provided with LED Lamps | Balance No of Streetlight Installations to be provided with LED Lamps |
|--------|---------------------------------------|---|---|
| HESCOM | 25119 | 6927 | 18192 |

About servicing 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 applicant consumer's premises. In this regard HESCOM has issued direction to all CEE'/SEE'/EE's. Also constantly pursuing of the report for serviced installations ensuring energy efficient equipment installed.

Even after constantly pursuing that all the new installations are to be serviced only after ensuring that the BEE ***** (Bureau of Energy Efficiency Five- star rating) rated Air Conditioners, Fans, Refrigerators etc., are being installed in the applicant consumers' premises and also created awareness, practically it is difficult for HESCOM to implement this directive because while providing service to the installation especially domestic installation initially the applicants premises will not have any appliances connected. Therefore, it has been difficult ascertain the Five Star equipment's are installed at the time servicing. Hence, HESCOM prays before the Commission withdraw the said directive.

HESCOM has conducted following activities for creating consumer awareness.

1. 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.


Executive Engineer (E)

RA Section

Corporate Office, Hescocom

2. "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 for 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, replacement of conventional bulbs by LED bulbs, Energy Efficiency methods and providing timer switches and LED lamps to street lights a etc. Around 4,000 No of students participated in the event.
3. Vijayavani "Property Expo 2019" on May 03rd to 05th 2019 at Raikar Grounds, Hubballi. DSM Awareness activities carried out through 3m * 3m, Stall opened for 3 days. Distributed pamphlets- Regarding energy saving, safety, DSM tips, using BEE 5 star rated equipment's, replacement of conventional bulbs by LED bulbs, Energy Efficiency methods and providing timer switches and LED lamps to street lights a etc. Around 50,000 public visited the property Expo.
4. Distribution of pamphlets along with monthly bills as per Hon'ble Commission directive on Energy Conservation: 20,00,000 Nos of pamphlets are printed and distributed with monthly Electricity bills of June-2019 of domestic consumers of HESCOM . Regarding the benefits of using 5-star rated equipment certified by the Bureau of Energy Efficiency in reduction of monthly electricity bill of consumers, Energy Saving, safety procedures, DSM tips and HESCOM services, replacement of conventional bulbs by LED bulbs, servicing new street light with LED / EE Lamps and providing timer switches to street lights and servicing IP set installations with EE / Star Rated pumps, toll free number 1912 promotions, etc.
5. Circular issued to all HESCOM Offices regarding using 5 star rated equipment's & LED bulbs only in all HESCOM offices. Details of Office where conventional Bulbs are replaced with LED Bulbs is enclosed in **Annexure-1**.
6. 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 16.07.2019 to 31.03.2020)
7. HESCOM conducted the awareness programs to the consumers / public, for use of LED bulbs, energy efficient electrical equipment etc., in all the Sections of HESCOM by issuing circular No: HCO -50/C-136/19-20 ದಿನಾಂಕ:18.07.2019 (Enclosed **Annexure-2**)


Executive Engineer (EI)
RA Section

Corporate Office, Hescocom Page 9
Navanagar, Hubballi - 580 025

8. Awareness was created among consumer/public by conducting programs in public place (like functional halls, temples, auditorium where 100-200 people can participate). Approval has been issued to incur up to Rs 10,000/- expenditure for each section.

Created awareness about Energy Saving, safety procedures, DSM tips and HESCOM services, Energy efficiency methods- using BEE 5 star rated equipment, replacement of conventional bulbs by LED bulbs, servicing new street light with LED / Energy Efficient Lamps and providing timer switches to street lights. Servicing IP installations with Energy Efficient / Star Rated pumps, toll free number 1912 promotions, etc.

9. Energy Peak load management program and load reduction by using LED Bulbs, LED Tube Lights and Efficient Fan (Energy Saved Calculation Sheet enclosed- **Annexure-3**) Domestic Efficient Lighting Programme (DELP) scheme popularly known as Hosa Belaku scheme implemented in HESCOM from 04-02-2016. Up till September 2019. 22,24,543 Nos. LED 9W bulbs, 30,645 Nos. of LED 20W Tube lights and 6,476 Nos. of Energy Efficient Fan are sold in HESCOM jurisdiction by M/s. HESCOM has given full co-operation to M/s EESL to open the counters in HESCOM jurisdiction.

| Sl No. | LED Appliances | Commencement | Total No Sold till Sep-2019 | Energy saved in MU |
|--------|-----------------------|--------------|-----------------------------|--------------------|
| 1 | LED Bulbs | Feb-16 | 22,24,543 | 143.56 |
| 2 | LED Tube Lights | Feb-17 | 30,645 | 1.525 |
| 3 | Energy Efficient Fans | Apr-17 | 6,476 | 0.285 |

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

Commission's Views:

The Commission while noting the HESCOM's compliance 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 specified by the Commission and as a result, the consumers are still facing difficulty in getting prompt services. Hence, the Commission hereby 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,


Executive Engineer (EI)
RA Section

Corporate Office, Hescocom Page 10
Navanagar, Hubballi - 580 025

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 above 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 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 the linemen to educate them on the SoP and the consequences of non-adherence to the SoP. Further, the Commission directs HESCOM to publish the "HAND BOOK" (Kaipidi) 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 non-compliance of the Commission's Directives. At the same time HESCOM shall consider bringing in a system of recognizing the best performing sub-division / section in terms of adherence to SoP and publicize such recognition so as to incentivize better performance from the officers / personnel concerned.

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 (Licensee's Standards of Performance) Regulations, 2004. The compliance on this 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: www.hescom.co.in. The HESCOM is making all efforts to strictly implement the specified SoP while rendering services related to supply of electricity.


Executive Engineer (EI)
RA Section

Corporate Office, HESCOM
Navanagar, Hubballi - 580 025

Grahakara Kaipidi is being regularly published and distributed the same being same 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.

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.

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 all 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.

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.


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

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 a month 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:

The following safety gear/equipment have been procured & supply during the year 2018-19 & 2019-20.

(1) Details of safety materials procured during 18-19 & allotted to field staff.

| SI No | Name of the Material | PO No & Date | Quantity |
|-------|----------------------|-----------------|-----------|
| 1 | Tool kit | 2680/17.03.2018 | 1500 Sets |
| 2 | Rainwear | 2683/26.03.2018 | 500 Nos. |
| 3 | Reflective Jackets | 2685/26.03.2018 | 1000 Nos. |
| 4 | Safety Belt | 2693/09.10.2018 | 1200 Nos. |

(2) Safety materials procured during 2018-19.

| SI No | Name of the Material | Quantity | PO No: |
|-------|----------------------|------------|--------------------|
| 1 | Rainwear | 4600 Pairs | 2742/Dtd:8.7.2019 |
| 2 | LED Torch | 1600 Nos. | 2741/Dtd:18.7.2019 |
| 3 | Reflective Jackets | 1700 Nos. | 2752/Dtd:5.9.2019 |
| 4 | Helmet | 3300 Nos | 2751Dtd:5.9.2019 |
| 5 | Tool kit | 4200 sets | 2749/Dtd:17.8.2019 |
| 6 | Rubber Hand Gloves | 4200 pairs | 2753/Dtd:28.8.2019 |
| 7 | Safety Shoes | 5756 pairs | Under process |




Executive Engineer (E)
RA Section
Corporate Office, Hescocom
Navanagar, Hubballi - 580 025

Further it is to inform that tender was already floated for procurement of safety shoes and during the process of finalization due change in the technical specification, tender has been cancelled and since e-procurement portal was not functioning properly, there was delay in processing the Tender for procurement of safety shoes with revised Technical specification. Tender will be processed and finalized at the earliest.

Strictly instructed to the work in-charge Officer/all Power men to wear safety gears at the time of work without failure in vide Circular No: CYs 2548 Dtd:21.09.2019 and CYS 2893 Dtd:11.10.2019.

Many sessions on "electrical accidents and safety procedures to be followed to avoid accidents" is being conducted regularly for the line maintenance staff during trainings at Training Centre of HESCOM, Hubballi. A special training program exclusive on safety procedures to be followed to avoid accidents was provided to all the 2649 No. of Junior Power Men of HESCOM.

During the financial year 2018-19 and in FY 2019-20 up to Sept-19 trainings were conducted for the Pre-promotional/Pre-employment maintenance staff (173 employees were trained), and National Training Programs (169 employees were trained). In the month of Sept-19 a two days' training on Fire Prevention and Fire Fighting was given to 79 No. of employees by the Department of Fire and emergency services. HESCOM will continue its efforts to focus on safety aspects to reduce electrical accidents occurring in the distribution system. Further in coming months of FY--20, ITC plans to train minimum of 450 employees regarding accidents & safety procedures.

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 data furnished by HESCOM it is seen that, only 2768 timer switches are provided, as against the existing 21971 number of streetlight installations. 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 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.


Executive Engineer (E)
RA Section

Corporate Office, Hescm
Navanagar, Hubballi - 580 025

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.

Further, it is observed that the HESCOM has not initiated any action to install timer switches at its cost and recover the cost from the concerned local bodies later, as directed by the Commission. Therefore, the Commission reiterates that the HESCOM shall install the timer switches at its cost initially and get it reimbursed from the local authorities apart from persuading the local bodies to install timer switches at their cost by availing the funds / grants received from the Government and other agencies for such energy conservation programmes. Persuading Corporates to fund this programme under their CSR activities should also be explored. HESCOM shall explore taking the services of EESL for effective implementation of this measure.

The Commission 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 CEE'/SEE'/EE's to ensure that all new streetlight/high mast installations including extensions made to the existing streetlight circuits shall be serviced only after providing with timer switches. The HESCOM is relentlessly pursuing local bodies for installing timer switches to avoid wastage of energy. HESCOM is spreading awareness about providing timer switches to Streetlights through newspaper and above said awareness programs.

Status of installation of Timer switches to Street light installations as on end of Sep-19 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 |
|---------------------------------------|--|--|
| 25119 | 5137 | 19982 |




Executive Engineer (E)
RA Section
Corporate Office, Hescorm
Navanagar, Hubballi - 580 025

HESCOM Submission:

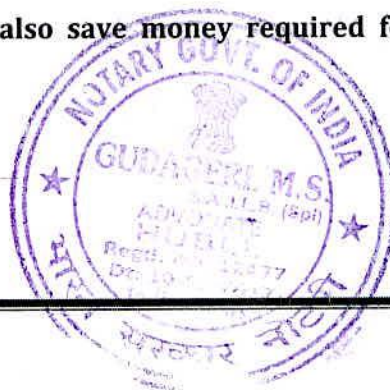
Even after HESCOM relentlessly pursuing with the local bodies for installing timer switches to avoid wastage of energy and also creating awareness about providing timer switches and LED Lamps to Streetlights through newspaper and above said awareness programs it is practically difficult for HESCOM to implement the directive since Streetlight Installation/maintenance come under the purview of local bodies, Corporation/ Panchayat. Hence, HESCOM prays before the Commission withdraw the said directive on installing of timer switches.


7) Directive on load shedding:

Commission's Views:

The Commission notes from the submission of the HESCOM that it is using the Urjamitra platform to provide information to the consumers through SMS about the time and duration of interruptions in power supply due to various reasons. However, the HESCOM needs to expedite the use of the application to the fullest extent by uploading 100% base data required by the application as the consumers have to be informed through SMS in addition to notification in newspaper media regarding load shedding due to reasons such as system constraints, breakdown of lines / equipment, maintenance etc.

The Commission notes that HESCOM is making use of "URJA MITRA", the mobile based and web based application, developed and deployed by the RECTPCL under the initiative of Ministry of Power for the benefit of all ESCOMs across the Country. If the base data required by the application is updated in the database of the application, it would equip HESCOM 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. 'Urjamitra' mobile application can be used as a link between HESCOM field staff and citizens for facilitation of outage dissemination information to all consumers through SMS. The cost involved for dissemination of SMS is also borne by the RECTPCL for the time being. 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 consumers. HESCOM can also save money required for development of similar software.




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

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 (Indicative Maximum time limit for rendering service) set 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 early 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.

Further, the Commission observes that despite directions to do so, the HESCOM is not submitting 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 to the Commission regularly. The HESCOM is directed to submit the same regularly to the Commission 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.




Executive Engineer (E1)
RA Section
Corporate Office, Hescocom
Navanagar, Hubballi - 580 025

Compliance by the HESCOM:

HESCOM has taken up various extensive improvement works in order to enhance reliability and power quality. The action plan 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.

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.

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.

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.

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:




Executive Engineer (ER)
RA Section
Corporate Office, Hescorm
Navanagar, Hubballi - 580 025

| 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, Semi Urban 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 non-district head quarter feeders and |
| | 200-300 | 1 hr LS to NJY, semi urban 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) |
| | | 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) |
| 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 NJY, semi urban and |
| | | 1 hr LS to non-district head quarter feeders in 3 batches (9.00hrs-12.00 hrs., 12.00hrs-15.00hrs,15.00hrs -18.00hrs) |
| | 200-300 | 1 hr LS to NJY, semi urban, |
| | | 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) |
| 18.00 hrs. to 22.00 hrs. | 100-200 | 1 hr LS to NJY, Semi Urban, |
| | | 1 hr LS to non - district head quarter |
| | | 1 hr LS to rural and EIP feeders and |
| | 200-300 | 1 hr LS to district head quarter in 2 batches (18.00hrs-20.00 hrs. 20.00hrs-22.00hrs) |
| | | 1 hr LS to EIP and Rural feeders in 2 batches (22.00hrs-02.00 hrs. 02.00hrs-06.00hrs) |
| | | 2 hr LS to EIP and rural feeders in 2 batches (22.00hrs-02.00 hrs. 02.00hrs-06.00hrs) |

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, 2018.

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.

HESCOM has uploaded the details of 27.54 lakhs of consumers in the database of Urjamitra out of 44.35 lakhs of consumers of its area. 1.61 crores of SMS's are triggered using the platform for 6612 numbers of scheduled outages and 862 numbers of unscheduled outages, which can be seen in www.urjamitra.com.


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

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.

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.

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's in the state about the possibility of inter ESCOM's load adjustment during the month.

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.

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

Commission's Views

The Commission notes that the HESCOM has established the 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 are increasing year on year. Also, it has come to the notice of the Commission that, the executives working in the Centralized Customer Care Centre (CCC), round the clock are deployed through outsourcing Agency. Several complaints were received in during the public hearings about the negative (disrespectful) behavioral attitude of such executives working in the CCC. HESCOM shall instruct the outsourcing agency employing and deploying such executives to impart suitable training on public relations and behavioral attitude, interpersonal relations etc., HESCOM shall bring in 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 directs HESCOM to deploy a Senior Level Officers to supervise and review all the activities of the CCC, and shall take disciplinary action against erring officials / executives.**

The Commission directs HESCOM to continue its efforts in further improving the delivery of consumer services especially in reducing time required for resolving consumer complaints relating to breakdowns of lines / equipment, failure of transformers etc.,


Executive Engineer (EI)
RA Section
Corporate Office, Hescorm

The HESCOM is also directed to analyze the nature of complaints registered and take action to minimize the number of complaints by taking preventive / corrective action. It is also imperative that necessary steps are taken to continuously sensitize field-staff about prompt and effective handling 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, 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.

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 21 Call Centre Executives (CCE) in 7 seater has been increased to 54 CCEs in 15 seater and 4 Team leads to carry out effective management of complaint handling procedure. One Junior Engineer per shift monitored by Assistant Engineer 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) behavioral attitude received.

The Total No. of complaints received at CCC for the FY-20 upto sept-19 under RAPDRP are 121522 Nos. and non-RAPDRP are 64466 Nos. and the complaints received other than central complaint are 137 Nos and 35 Nos respectively. The minimum time taken to attend complaints are 25 mins to 10 days max, based on nature of complaints. Out of the total complaints received 186160 complaints are attended under different categories as given below:




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

Application for Approval of Annual Performance Review for FY-19 and Approval for ARR & ERC FY-21
and Tariff Filing for FY-21

| Name of the Company (HESCOM) | Total complaints received at central complaint centre (1912) | Total complaints received other than central complaint(*) | Details of complaints received | | | | | Time taken to attend complaints | |
|------------------------------|--|---|--------------------------------|-------------|--------------|---------------------------|---------------|---------------------------------|---|
| | | | Fuse of call | LT Line | Transformer | 11kV Feeder interruptions | Total | Min. time | Max. time |
| 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 |
| HESCOM (RAPDRP) | 121522 | 137 | 120189 | 573 | 698 | 199 | 121659 | 25 min. | 10 days (based on nature of complaints) |
| HESCOM (Non RAPDRP) | 64466 | 35 | 52213 | 838 | 10579 | 871 | 64501 | | |
| Total | 185988 | 172 | 172402 | 1411 | 11277 | 1070 | 186160 | | |

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 initial stages of planning hence the incentivizing / rewarding / appreciation decision is still under discussion.

Further, other than 1912 HESCOM consumers can also log complaints directly through HESCOM website (www.hescom.co.in) and also through email ID customer@hescom.co.in

Awareness programs of the CCC toll free no.1912 is taken up under various activates of DSM such as Distributed pamphlets, Vijayavani "Property Expo 2019", Radio Programs etc. for the information of public and to ensure that all the complaints of consumers are registered only through the Centralized Consumer Service Centre. HESCOM will strive continuously to improve services to consumer.

9) Directive on Energy Audit :

Commission's Views:

It is observed by the Commission that, HESCOM has not submitted the details of feeder-wise, DTC-wise, month-wise energy audit reports.

It is also observed by the Commission that, the HESCOM has not submitted the monthly energy audit reports of cities / towns with detailed analysis regularly, to the Commission. The HESCOM needs to conduct energy audit of identified cities / towns and on the basis of energy audit results, initiate necessary action to reduce the distribution losses and improve collection efficiency so as to achieve the targeted AT & C loss of less than 15 per cent in all towns. The HESCOM is directed to conduct such energy audit and submit compliance thereon every month, regularly to the Commission.



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

As regards energy audit of DTCs, the Commission notes that, the HESCOM has not submitted the details of total number of DTCs existing, number of DTCs metered and the action plan for metering the remaining DTCs.

As per the data furnished in the tariff filing, despite completion of metering of 40,793 number of DTCs in non-RAPDRP area of HESCOM, the HESCOM is furnishing the analysis for only around 25,179 DTCs. HESCOM has failed to furnish the energy audit reports for the balance 15,614 number of DTC's metered in non-RAPDRP area which are provided with Automatic Metering Infrastructure (AMI). HESCOM has failed to furnish the similar quantities in RAPDRP towns. HESCOM is stressing on the problems with communication, lead wire burnt out, MNR etc., towards non-conducting of energy audit. Similarly, HESCOM has not furnished the information on the energy audit of all the 11 kV lines operating in its jurisdiction.

It is observed that, HESCOM is mechanically repeating its claim of resolving the issues relating to communication and software from the last few years. It is evident that the HESCOM is not serious about conducting energy audit of 11 kV lines and DTC level energy audit and run its business on commercial principles. HESCOM has not acted promptly in quickly resolving the issues relating to tagging of consumers if any / communication / software integration and in adopting accounting / auditing of energy as its core function, in spite of spending huge money on RAPDRP project, the TRM, DTC metering and many other software. The stakeholders have also questioned during public hearing, the rationale of incurring huge expenditure on DTC metering without any benefit to the system or the consumers. **The action taken by the HESCOM in the matter, so far, has not been satisfactory and the Commission views with displeasure the delay in completing the tagging of consumer installations and taking up energy audit of all the feeders and metered DTCs.**

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

The Commission directs HESCOM to conduct workshops at the Division level, for educating the officers of all cadre on the importance of conducting the energy audit, feeder-wise, DTC-wise etc., and motivating them to take action to reduce the losses in their areas, address issues relating to consumer tagging, recognize the importance of energy metering and maintaining them in good condition, strictly servicing all the installations by providing appropriate energy meters, providing


Executive Engineer (E)

RA Section

**Corporate Office, Hescocom
Navanagar, Hubballi - 580 025**

and maintaining energy meters to the DTC's, Metering of Streetlight installations, Replacement of electro-mechanical meters etc., An action plan on conducting such workshops shall be submitted by HESCOM within 60 days from the date of this order. The feeder-wise and DTC-wise energy audits shall be reviewed in the review meetings at the Circle level every month. Copy of the proceedings of such meetings shall be sent to the Commission for information and further review.

The Commission does not find the reasons submitted by HESCOM, for not conducting the energy audit in respect of 11 kV lines, DTC's and LT lines, as justifiable and directs HESCOM to submit the consolidated energy audit report for the FY19 before 31st May 2019, as per the formats prescribed by the Commission, vide its letter No. KERC/D/137/14/91 dated 20.04.2015.

Compliance by the HESCOM:

Town Energy Audit :


The Energy audit of 16 towns which have population of more than 50000 is being carried out in HESCOM. The below mentioned matrix shows average energy losses recorded from FY-19 & FY-20 in these 16 towns.

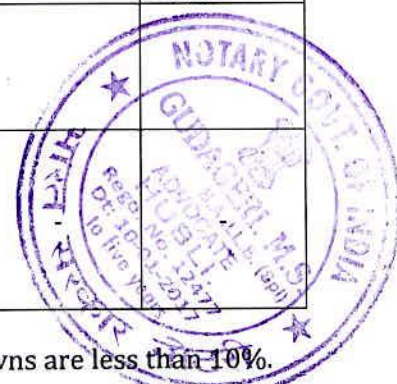
Table -49: Loss Level in Towns/Cities.

| Year | No. of towns Monitoring | No. of Town/ Cities loss under | | | | |
|----------------------------------|-------------------------|--------------------------------|-----------|-----------|-----------|-----|
| | | <10 % | >10, <=15 | >15, <=20 | >20, <=25 | >25 |
| FY-18-19 | 16 | 10 | 6 | - | - | - |
| FY -20 (2019-20)UP Aug -19 | 16 | 7 | 9 | - | - | - |

| Year | Name of the Town / Cities where loss range is | | | |
|-----------|--|---|--------|-----------|
| | Below 10% | >10,to15 | 15-20% | Above-20% |
| FY-18-19 | Hubballi, Dharwad , Sirsi , Karwar,Dandeli, Haveri, Bealgavi Nippani, Ilkal . Gokaka, | Gadag , Ranebennur, Bagalkote Bijapur Rabkavi Banahatti, Jamakhandi. | | |
| FY -19-20 | Hubballi, Dharwad , Karwar,Dandeli, Ranebennur, Bealgavi , Ilkal | Sirsi, Gadag , Haveri, Nippani, Gokaka, Bagalkote , Bijapur, Jamakhandi, Rabkavi, Banahatti | | |

As per above data for FY-19 out of 16 towns the loss level in 10 towns are less than 10%. 6 towns is less than 10-15%. And in FY-20 out of 16 towns the loss level in 7 towns are less than 10%. 9 towns is less than 10-15%. The various improvement works such as replacement of electromechanical meters by static meters and replacement of 10 years age old meters work are carried out.


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Corporate Office, Hescocom
Navanagar, Hubballi - 580 025



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

DTC Energy Audit :- The details of DTC audit is as given below

| Zone wise | Month wise | Existing DTCs | Metered DTC | No. of DTCs for which DTC wise Energy audit done | <5% | 5% to 10% | 10% to 15% | 15% to 20% | >20 |
|-----------|------------|---------------|-------------|--|-------|-----------|------------|------------|------|
| HESCOM | Apr-19 | 216554 | 64165 | 18729 | 4501 | 5190 | 3442 | 2602 | 2994 |
| | May-19 | 217506 | 64375 | 24112 | 6949 | 5497 | 3925 | 2869 | 4872 |
| | Jun-19 | 218247 | 64207 | 27717 | 12177 | 5450 | 3447 | 2781 | 3862 |
| | Jul-19 | 218744 | 64232 | 24195 | 9974 | 5335 | 4816 | 1309 | 2761 |
| | Aug-19 | 219134 | 64241 | 18513 | 4751 | 5246 | 4767 | 1222 | 2527 |

NOTE:

- 1) The details furnished above is up to Aug-19 input Sep-19 DCB . The DTC audit done is less in AUG-19 due to flood situation.
- 2) Out of 154893 of balance DTCs to be metered, 144737 nos. DTCs are fed on EIP feeders and single installation DTCs.

Feeder wise Energy Audit :

There are 3268 Nos. of 11kv feeders in the HESCOM Jurisdiction. All the feeders are monitored continuously by way of feeder-wise energy audit. And all the feeders are audited monthly and monitored with regards to Distribution loss.

Further monthly meetings has been carried out to monitor feeder wise energy audit and all the Circle/divisional/Sub divisional officers are directed to conduct meetings at their level to educate all the officers/officials regarding energy audit. Also continuous effort is being made towards trajectory reduction plan as directed by Hon'ble KERC and other nodal agencies of Ministry of Power and Energy.

The 11 kv feeder details (as on 30.9.2019) and the Audited feeder details Aug-2019 input Sep-19 DCB are given below.

11 KV FEEDERS DETAILS (as on 30.9.2019)

| Total number of 11 KV feeders | | | | |
|-------------------------------|-------|------------|---------------------------|-------|
| Urban | Rural | Industrial | Exclusive IP sets Feeders | Total |
| 424 | 827 | 132 | 1885 | 3268 |

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Audited feeder details Aug-2019 input Sep-19DCB

| 11 KV Feeders Audit | | | | | | | | | |
|---------------------|-----------------------|-------------------------------|-------------------|-------|--------|--------|--------|------|-------|
| Name of the company | No of Audited feeders | Balance to be audited feeders | Distribution loss | | | | | | Total |
| | | | <5% | 5-10% | 10-15% | 15-20% | 20-30% | >30% | |
| HESCOM | 3154 | 0 | 132 | 237 | 2473 | 246 | 49 | 17 | 3154 |

Further Annexure A & B as per format prescribed by the commission, vide letter No :
KERC/D/137/14/91 dated 20.04.2015 will be submitted for your kind reference.

Action plan for reduction of high T&D and AT&C loss are as below.

- 1) There are 418 Nos of Urban feeders (as on Sep-19) in the HESCOM Jurisdiction. All the feeders are continuously monitored by way of conducting feeder-wise energy audit and corrective action is being taken.
- 2) T&D losses is mainly due to the age old conductor with lesser current carrying capacity. Re-conductoring of HT and LT lines have been proposed wherever conductor capacity is less by replacing higher capacity conductor for FY-20 target of 2000 Kms is set.
- 3) Providing DTC metering to the remaining Non R-APDRP towns & village DTCs will be taken up.
- 4) Providing additional distribution transformer centers, Arial bunched cables, maintenance works of DTCS, etc. is being regularly carried out. By virtue of these works lower AT&C losses will be achieved.
- 5) Providing additional distribution transformer centers to Non R-APDRP areas under NEF scheme. 2577 Nos. of different capacity distribution transformer are proposed. Total Capital budget provision of Rs. 47.92 cores is made for the above work.
- 6) Providing UG cables / Arial bunched cables in 11 KV distribution network for Belagavi, Hubli-Dharwad cities, under NEF Schemes is under progress. A budget provision of RS 150 Cores is made works will minimize the 11 KV losses to further lower value.
- 7) IPDS project will be implemented with an objective of further reducing losses to greater Extent. Capital budget of rs123.85 Crs.



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DTC Metering Works:

1. HESCOM has taken up DTC Metering in two Phases (Phase-I & II) in all the Non-RAPDRP Town Areas and Rural Areas in all O & M Divisions.
2. As per the DWA, the scope of the work involves; Supply, Installation, Commissioning and Maintenance of Composite Thread through Type Meter.
3. Online transfer of Data from Thread through type meter (meter is having in-built Current Transformer (CT), Modem, SIM. Modem and SIM for online data transfer) to the centralized server by establishing communication.
4. The agency is maintaining server and has hosted web based application. URL (address of the web application, 125.16.20.2/ HESCOM), user login id and password have been given to the concerned HESCOM officials.
5. Metering of all the 40793 Nos. of DTCs is completed under Phase I & II Details of the award and progress is annexed below.

DTC METERING PROGRESS


| Sl. No | Division | As Per DWA | | | Work Completed | | |
|--------------|-------------------|---------------|---------------|---------------|----------------|---------------|---------------|
| | | Phase 1 | Phase 2 | Total | Phase 1 | Phase 2 | Total |
| 1 | Hubli | 1,171 | 166 | 1,337 | 1,171 | 166 | 1,337 |
| 2 | Dharwad | 1,199 | 286 | 1,485 | 1,199 | 410 | 1,609 |
| 3 | Gadag | 940 | 1,097 | 2,037 | 940 | 1,888 | 2,828 |
| 4 | Ron | | | | | | |
| 5 | Haveri | 2,262 | 457 | 2,719 | 2,262 | 88 | 2,350 |
| 6 | Ranebennur | 503 | 1,050 | 1,553 | 503 | 1,050 | 1,553 |
| 7 | Karwar | 1,406 | 1,494 | 2,900 | 1,406 | 1,494 | 2,900 |
| 8 | Honnawar | | | | | | |
| 9 | Sirsi | 1,839 | 1,748 | 3,587 | 1,839 | 1,748 | 3,587 |
| 10 | Belgaum | 2,508 | 313 | 2,821 | 2,508 | 260 | 2,768 |
| 11 | Ghataprabha | 1,369 | 447 | 1,816 | 1,369 | 430 | 1,799 |
| 12 | Bailhongal | 974 | 625 | 1,599 | 974 | 643 | 1,617 |
| 13 | Ramadurga | | | | | | |
| 14 | Chikkodi | 809 | 1,378 | 2,187 | 809 | 1,181 | 1,991 |
| 15 | Athani | 742 | 3,101 | 3,843 | 742 | 995 | 1,737 |
| 16 | Raibag | 680 | 3,692 | 4,372 | 680 | 5,861 | 6,540 |
| 17 | Bagalkot | 3,288 | 236 | 3,524 | 2,086 | 0 | 2,086 |
| 18 | Jamkhandi | 402 | 283 | 685 | 402 | 483 | 885 |
| 19 | Mudhol | 441 | 49 | 490 | 441 | 438 | 879 |
| 20 | Bijapur | 497 | 242 | 739 | 497 | 402 | 899 |
| 21 | Indi | 577 | 907 | 1,484 | 577 | 1,138 | 1,715 |
| 22 | Basavana Bagewadi | 1,086 | 529 | 1,615 | 1,086 | 627 | 1,713 |
| Total | | 22,693 | 18,100 | 40,793 | 21,491 | 19,302 | 40,793 |




Executive Engineer (E)
RA Section
Corporate Office, Hescocom
Navanagar, Hubballi - 580 025

6. Agency has attended network and other issues and the Communication was established for 35500 DTCs in the centralized server during the month of June-2019. But there was heavy rainfall in the month of July and August 2019, severe flood affected the northern districts of Karnataka state which comes under HESCOM Jurisdiction. Belagavi, Dharwad, Bagalkot, Haveri & Uttar Kannada districts are affected by Flood and several villages & towns DTCs are submerged. Due to which meters and lead wire of some the DTCs got damaged and also Modem of the some of the DTCs is damaged which affected the Network connectivity which will be addressed at the earliest.
7. Based on Data of Load, Consumption, Phase wise Voltage and Currents available in web based application, Following action is being taken by the Field officials;
 - a) Analyses of imbalance in load, Voltage and current on each phase of the DTC.
 - b) Shifting of LT load from one to another phase for balancing the load.
 - c) Providing additional DTCs/Augmentation of DTCs to avoid overloading of DTCs which has resulted in decrease in Failure of DTCs.
 - d) System improvement works such as Re-Conductoring of HT/LT lines.
8. Further, implementation of web based TRM software for Non-RAPDRP areas of HESCOM is awarded to M/s. N-Soft (India) Services Pvt. Ltd., Bengaluru by SEE (T&P) HESCOM.
9. Both the agencies have to integrate the solutions i.e. M/s. AFTL will transfer DTC meter consumption to M/s. N-Soft for DTC wise energy auditing.
10. The following are the remedial measures initiated to reduce losses in those DTCs wherever the loss levels are at higher levels;
 - i. All the field officials are directed to check the mapping of DTCs to Feeders and installations to DTCs and rectify the same.
 - ii. With regard Negative and High Loss DTCs, It is directed to match the reading of DTCs and installation mapped on the respective DTCs to make sure readings are carried out on same day
 - iii. Calibration of Meters, Replacement of MNR, and Burnt out Meters.
 - iv. HESCOM has taken up the work of replacement the existing Electro-mechanical /High Precision Meters by static Meters under DDUGJY and IPDS schemes.
 - v. Energy Report of DTCs with higher loss levels are shared with HESCOM MT and Vigilance staff to check any authorized connections and correctness of the Meter.




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

11. Due to software issues while integrating the data and mismatch in DTC Code, Energy Audit of the some of the Metered DTCs is not being done. Issue will be resolved by the HESCOM in coordination with M/s. Asian Fab Tech and the System Provider viz., M/s. N-soft service private Ltd at the earliest.

10) Directive on Nirantara Jyothi – Feeder Separation:

Commission's Views:

The Commission notes that the HESCOM has commissioned all the feeders taken up under NJY scheme phase-1 & 2 and has achieved a considerable progress under phase-3 by commissioning 80 feeders out of 92 feeders taken up for implementation. However, there has been an inordinate delay in completion of the NJY works which has resulted in non-realization of envisaged benefits to the organization, as per the DPR.

Therefore, the HESCOM is directed to commission all the remaining feeders taken up under phase-3 as committed and thereafter to carry out the feeder-wise analysis to ensure that the objectives set out in the DPR are accomplished. Further, the HESCOM shall ensure that, any illegal tapping of NJY feeders by the farmers for running their IP-sets should be stopped. Failure to stop this illegal activity will defeat the very purpose of feeder segregation works undertaken at huge cost and therefore, the HESCOM needs to take stern action on such offenders. Further, the field officers / officials who fail to curb illegal tapping shall be personally held responsible for these irregularities.

The Commission has observed an increase in IP set consumption in FY18. The HESCOM should strictly monitor the implementation of the regulated power supply scheme to IP feeders and take necessary corrective action if the same is faulty.

It is noted that the HESCOM has already segregated significant number of feeders under NJY phase1, 2 and 3 works and consequently the energy consumed by the IP sets could be more accurately measured at the 11 KV feeder levels at the sub-stations, duly considering the distribution losses in 11 kV lines, distribution transformers and LT lines. Therefore, the Commission directs the HESCOM to continue to report every month, the specific consumption and the overall IP set consumption, only on the basis of the data from energy meters installed to the agricultural feeders, as per the prescribed formats. Any data furnished based on other assumption will not be considered by the Commission.




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

The Commission reiterates its directive to the HESCOM to continue to furnish feeder-wise IP set consumption based on energy meter data in respect of agriculture feeders segregated under NJY, to the Commission every month.

Compliance by the HESCOM:

Phase-I & II:

Nirantara Jyothi Yojane is a prestigious project of Government of Karnataka and is being implemented in HESCOM with an intension to bifurcate feeders into Agricultural loads and non-Agricultural loads to provide 24Hrs quality power supply to rural Non-Agricultural loads and to provide quality power supply to IP set consumers during a specified period based on the availability of power.

During 2009, the GoK had issued directions to implement Niranthara Jyothi Yojane in line with the Jyothi Gram Yojane implemented in the State of Gujarat. As per the Government Order No EN166; EMC 2010; BENGALURU Dt. 20-10-2010, it was directed to implement NJY in two phases in BESCO, CESC, GESCOM and HESCOM. Further regarding the financial assistance, it was decided to take up the project with 40% GoK equity and 60% loan from financial institutions.

In HESCOM jurisdiction at the time of execution of NJY Ph-1 and 2 there were 48 Talukas, out of which 11 Taluks in Uttara- Kannada Districts are excluded from NJY as are already provided with 24 Hrs power supply. Pilot Project has been implemented in three Talukas namely Bailhongal in Belgaum District, Shiggaon & Savanur Taluks in Haveri District. In the remaining 34 Taluks, it was proposed to implement NJY works in 2 - phases as hereunder.

- Phase-I; 242 number of feeders covering 20 Talukas.
- Phase-2; 202 number of feeders covering 14 Talukas.

Further 100% of the work is completed under Phase-I & II by the end of July, 2017. M/s. CPRI Bangalore is appointed as third party independent evaluating agency and has been awarded with the work of inspection of 50% of feeders with detailed inventory and evaluation of NJY works with consequent benefits achieved after implementation. M/s. CPRI have opined that, NJY is more helpful in arranging quality power for 24Hrs to rural areas and development of rural areas with socio economic changes. There is reduction in peak load on the system.

M/S CPRI Bengaluru was entrusted with the work of analysis of NJY works post implementation. The benefits derived from Nirantara Jyothi Yojana are as follows:



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

- Consumers of villages especially students and small scale industries are much happier, since HESCOM is able to supply continuous uninterrupted quality power supply for longer duration during morning and evening peak hours.
- The metered energy consumption has increased by 26.67% after implementation of NJY.
- There is an increase in revenue after implementing NJY and still there is scope for increasing the metered consumption.
- The total energy sent out has increased in case of NJY feeders. This is due to increased hours of continuous power supply and increased load growth since implementation of NJY.
- It is observed that the transformer failure rate has reduced.
- The IP sets are given three phase supply for limited hours during off peak hours. Thereby it has been observed that there is substantial decrease in the evening peak load.
- The voltage regulation which was in the range of 13% to 18% in most cases is reduced to a range of 6% to 9% which is well within the permissible limit.
- NJY has enabled the HESCOM to have better control over the agricultural loads. The farmers are happy with this arrangement since they can get assured number of hours of un-interrupted three phase power supply.
- As per the feedback obtained from various consumers such as household, commercial, educational, industrial sectors, it is observed that the consumers are happy about the more number of hours of reliable, quality power supply.

NJY Phase-III:

Initially a decision was taken to take up NJY works under phase-I & II covering 34 Talukas excluding the areas covered under RLMS. Later on it was felt necessary to take up NJY works in the areas covered under RLMS also. Hence DPRs were prepared to take up NJY works under Phase-III involving estimated cost of Rs 117.03 Crores and accordingly M/s REC have sanctioned loan to the tune of Rs 101.76 Crores. Till date **Rs. 78.50 Cr** expenditure has been booked for NJY works under Phase-III The details of works proposed are as hereunder,

No. of feeders proposed: 92

No. of villages to be covered: 575

Estimated cost in Rs Crores: 117.03

As on 31.07.2019, 92 numbers of feeders are commissioned as against the proposal of 92 feeders.




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IP Set Consumption :

As per directions of Hon'ble Commission in its Tariff Order dated 30 th May 2019 , the HESCOM has submitted the consumption of IP Sets based on the readings from the meters provided to 11 KV agricultural feeders at the sub-stations duly deducting the 11KV and LT distribution system losses. The month wise Sub division wise feeder wise consumption of all the agricultural feeders segregated under NJY scheme from April-2018 to March-19 is already mailed Via Gmail on 30. Oct .2019 and also hard copy of feeder-wise month wise details has been submitted vide Ltr No: HESCOM/GMT/EE3/19-20 /8257 Dtd: 13.09.2019 for your kind needful. Further Exclusive IP set feeder-wise energy details from April-19 to Aug-19 has been mailed on 18.11.2019 via Gmail for your kind needful. The hard copy of the same will submitted shortly.

11) Directive on Demand Side Management in Agriculture:

Commission's Views:

The Commission notes that there is an undue delay in implementation of DSM scheme in Byadagi and Nippani areas of HESCOM. It submitted in the tariff filing that the pros and cons were submitted to the Additional Chief Secretary, Energy Department, GoK, but did not submit any report to the Commission for review. Further, the HESCOM has not taken any action to implement DSM measures in the other parts of HESCOM, so as to conserve energy and also precious water, for the benefit of farmers. **Therefore, the HESCOM should take up DSM initiatives in other parts of its jurisdiction also and submit suitable proposals to the Commission for approval.**

Compliance by the HESCOM:

HESCOM has taken up this project with Energy Efficiency Services Limited, New-Delhi (EESL) as a pilot project and completed 590 Nos. of replacement of old Pump Sets by Energy Efficient Pump Sets (i.e., in Byadgi- 390 Nos. and in Nippani- 200 Nos). As per the direction of Hon'ble Commission, Demand Side Management in Agriculture will be taken up in other parts of jurisdiction of HESCOM and proposal will be submitted shortly.




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

12) Directive on Lifeline Supply to Un-Electrified households:

Commission's Views:

The Commission notes that the progress achieved in electrification of un- electrified households under DDUGJY scheme as on October 2018 is less than 55% and is not satisfactory. It is further noted that the electrification of households has not progressed as envisaged, resulting in very large number of households remaining without electricity. As can be seen from the HESCOM's compliance that there is hardly any progress achieved in electrification of 1,98,692 numbers of un-electrified households identified as per field survey and taken up under various schemes. It is extremely important that the HESCOM needs to fast pace the progress of electrification of un-electrified households for early completion. The HESCOM needs to hasten up the progress of electrification of un-electrified households for timely completion of the project.

Further, the Commission notes with concern, the slow pace of progress of electrification of un-electrified households. In its previous Tariff Orders, the Commission has been directing the HESCOM to cover electrification of at least 5 percent of the total identified un-electrified households every month. However, it is observed that the progress achieved in electrification of households so far by the HESCOM is very disappointing. Therefore, the HESCOM should fast pace the works to complete them within in a definite timeframe.

The HESCOM is therefore, directed to expedite the task of providing electricity to all the un-electrified households within the targeted period and report compliance to the Commission giving the details of the monthly progress achieved from March, 2019 onwards. The Commission, as already indicated in the earlier Tariff Orders, would be constrained to initiate penal proceedings under Section 142 of the Electricity Act, 2003, against HESCOM in the event of non-compliance of this directive.

Compliance by the HESCOM:

The status of electrification of un-electrified households as on 15.10.2019 is as noted below:

| Sl No | PARTICULARS | NO'S | Remarks |
|-------|---|--------------|---|
| 1 | Total No. of Rural Households existing as on 10.10.2017 | 2113603 | |
| 2 | No Of Rural Households electrified as on 10.10.2017 | 1914911 | |
| 3 | Balance No. of Un-electrified Households to be electrified | 198692 | |
| 4 | BPL Un-electrified Households Covered under RGGVY 12th Plan | 18221 | Completed in November-2017 |
| 5 | BPL Un-electrified Households sanctioned under DDUGJY | 88707 | Progress as on 15.10.2019 is 85254 and Balance is 3453 |
| 6 | Un-electrified Households proposed under SAUBHAGYA | 91764 | Progress as on 30.09.2019 is 72369 and Balance is 19395 |
| 7 | Total Proposed under RGGVY/ DDUGJY/ SAUBHAGYA | 198692 | |
| 8 | Total Households electrified as on 15.10.2019 under RGGVY/DDUGJY/ SAUBHAGYA | 175844 | |
| 9 | Total Households yet to be electrified as on 15.10.2019 | 22848 | Target-31.12.2019 |

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Navanagar, Hubballi - 580 025

As noted in above table, as per the details uploaded in GARV portal, there are 1,98,692 Nos. of households to be provided with electricity which is inclusive of both APL & BPL houses. The electrification of BPL households are covered under RGGVY Scheme 12th Plan, DDUGJY & SAUBHAGYA.

As per the survey conducted by our field officers, there are 1,98,692 Nos. of un-electrified households identified. Out of these, electrification of 1,06,928 Nos. of BPL households are covered under DDUGJY & RGGVY 12th Plan scheme for which the works are under progress. Balance 91,764 Nos. of BPL households are proposed under SAUBHAGYA with the proposed DPR cost of Rs. 102.87 Crores.

The details of HESCOM to provide electricity to these households under various schemes are as stated below;

1. Electrification of Rural households taken up under RGGVY 12th plan scheme:

The details of the un-electrified Households identified by HESCOM under the scheme are stated below.

| Name of the District | No. of villages proposed for intensive electrification | Total No. of habitations | No. of habitations covered under this scheme | No of un-electrified house holds | | Project Cost in Lakhs | Approved Project cost by REC in Lakhs | Award Date | Award Amount |
|----------------------|--|--------------------------|--|----------------------------------|------|-----------------------|---------------------------------------|------------|--------------|
| | | | | BPL | APL | | | | |
| Haveri | 692 | 741 | 702 | 18638 | 5568 | 606.51 | 607.02 | 10.09.2015 | 662.75 |

- Work is completed in November-2017 covering 18211 No's.

2. Electrification of Un-electrified villages in HESCOM:

In HESCOM jurisdiction there were 30 un-electrified villages out of which 25 villages were in Uttar Kannada & 05 are in Belagavi districts and as on 31.12.2017 all villages are electrified covering 860 households.

3. BPL Households proposed under Deen Dayal Upadhyaya Gram Jyoti Yojana (DDUGJY) scheme :

| Sl. No. | Name of the District | No of BPL Hhs proposed in SAGY | No of BPL Hhs proposed in Connecting to Un connected HHS | Total | Progress as on 15.10.2019 |
|---------|----------------------|--------------------------------|--|--------------|---------------------------|
| 1 | Uttara Kannada | 18 | 9654 | 9672 | 6503 |
| 2 | Haveri | 0 | 7627 | 7627 | 7796 |
| 3 | Gadag | 78 | 11399 | 11477 | 11717 |
| 4 | Dharwad | 0 | 3324 | 3324 | 3324 |
| 5 | Bijapur | 60 | 12699 | 12759 | 12669 |
| 6 | Bagalkot | 159 | 8352 | 8511 | 7908 |
| 7 | Belgaum | 269 | 35068 | 35337 | 35337 |
| | Total | 584 | 88123 | 88707 | 85254 |



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- **Rs. 48.34 Crores** is sanctioned to HESCOM vide Ltr. No.: REC/BLR/DDUGJY/15-16/299 Dtd.: 09.09.2015 for providing access to Electricity to Rural Households under DDUGJY scheme.
- Rs. 9.9 Cr is sanctioned for Sansad Adarsh Gram Yojana under DDUGJY.
- Tender for all 7 districts of HESCOM are invited and awarded on 01.04.2017 and the works are under progress with a time completion period of 24 months (i.e. upto March-2019).
- HESCOM has requested for REC to extend the project completion period under DDUGJY upto 31.12.2019, because code of conduct was declared in the month of March-2019 and was upto May-2019 in view of Parliamentary elections. Further due to heavy rain and flood, 4 district of HESCOM were affected viz; Uttar Kannada, Belagavi, Bagalkot & Vijayapura which hampered the physical progress of DDUGJY. Hence time extension is requested to REC to complete all the works related to DDUGJY by 31.12.2019.

4. SAUBHAGYA :

The DPR submitted under SAUBHAGYA is shown below;

| SAUBHAGYA DPR | | | | | | | | |
|---------------|-------------------|------------------|--------------------|--------------------|--------------|---------------|--------------------|-------------|
| Sl. No. | Name of District | RURAL | | | | URBAN | | |
| | | Villages Covered | Habitation Covered | Households Covered | Cost | Towns Covered | Households Covered | Cost |
| | | Nos | Nos | Nos | Rs in Crs | Nos | Nos | Rs in Crs |
| 1 | Belgaum | 1090 | 1387 | 31115 | 25.03 | 35 | 1074 | 0.74 |
| 2 | Bagalkot | 544 | 568 | 12263 | 6.06 | 15 | 1707 | 0.69 |
| 3 | Bijapur | 591 | 750 | 5619 | 5.39 | 13 | 461 | 0.57 |
| 4 | Gadag | 304 | 424 | 7182 | 6.28 | 9 | 269 | 0.40 |
| 5 | Dharwad | 331 | 351 | 7942 | 5.79 | 6 | 84 | 0.02 |
| 6 | Uttara Kannada | 856 | 1420 | 9830 | 30.79 | 12 | 332 | 0.35 |
| 7 | Haveri | 562 | 575 | 12862 | 15.42 | 9 | 1024 | 0.78 |
| Total | | 4278 | 5475 | 86813 | 94.79 | 99 | 4951 | 3.58 |

- Tender is invited for 48 blocks in 48 packages and awarded to the executing agencies in the month of December-2018
- Target for completing electrification of Un-electrified households is by 31.03.2019.
- Since infrastructure is also involved in electrification of households, the completion period of the SAUBHAGYA scheme is extend upto 31.12.2019 vide Ministry of Power letter dated: 27.08.2019.



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The progress under SAUBHAGYA is shown below;

| SAUBHAGYA Progress as on 15.10.2019 | | | | | |
|-------------------------------------|------------------|------------------|--------------------|--------------|--------------|
| Sl. No. | Name of District | RURAL | URBAN | Total | Progress |
| | | Villages Covered | Households Covered | | |
| | | Nos | Nos | | |
| 1 | Belgaum | 31115 | 1074 | 32189 | 23389 |
| 2 | Bagalkot | 12263 | 1707 | 13970 | 11091 |
| 3 | Bijapur | 5619 | 461 | 6080 | 4540 |
| 4 | Gadag | 7182 | 269 | 7451 | 7217 |
| 5 | Dharwad | 7942 | 84 | 8026 | 7019 |
| 6 | Uttara Kannada | 9830 | 332 | 10162 | 6610 |
| 7 | Haveri | 12862 | 1024 | 13886 | 12503 |
| Total | | 86813 | 4951 | 91764 | 72369 |

13) Directive on Implementation of Financial Management Framework:

Commission's Views:

As per the submissions made in the tariff filing, the Commission notes that the HESCOM has taken up the financial management framework model in only 2 Divisions on pilot basis. The analysis report, stated to have been submitted vide Annexure-17, is not satisfactory. The Commission directed HESCOM to implement financial management framework model in order to assess the performance of the divisions / sub-divisions which is linked to the quantum of energy received, sold and cost thereon and that they conduct their business purely on commercial principles. However, the HESCOM has not implemented the model as desired by the Commission and has not submitted the compliance in respect of implementation of Financial Management Framework, on quarterly basis, to the Commission, as directed. It confirms that the HESCOM is not serious about implementing the model on Financial Management Framework in its jurisdiction, for bringing in accountability of its operations but continued to report that it will implement the directive shortly but has done nothing in reality.

The consumers and stake holders have raised concerns in the public hearing held by the Commission about the accumulation of revenue arrears and failure to recover the long standing arrears which is causing adverse impact on the HESCOM's Cash flows. The Commission directs HESCOM to chalk out a robust action plan to recover the long standing accumulated arrears from all category of consumers including local bodies, statutory authorities etc.

The Commission disapproves the inaction of the HESCOM in the matter and directs it to review the performance of the divisions & sub-divisions in terms of the energy received, sold, average revenue realization and average cost of supply using the Financial

Executive Engineer (EI)

Management Framework Model developed by it.

Further, the HESCOM is directed to continue to analyze the following parameters each month to monitor the performance of the divisions / sub-divisions, at corporate level:

- a) Target losses fixed and the achievement at each stage.
- b) Target revenue to be billed and achievement against each tariff category of consumers.
- c) Target revenue to be collected and achievement under all tariff categories.
- d) Target revenue arrears to be collected.
- e) Targeted distribution loss reduction when compared to previous years' losses.
- f) Comparison of high performance divisions in sales with low performance divisions.
- g) Targeted achievement in performing the energy audit, feeder-wise, DTC wise, and the performance in achieving the reduction in energy losses of feeders, DTCs by setting right the lacuna's / issues viz., tagging of consumers properly etc.,

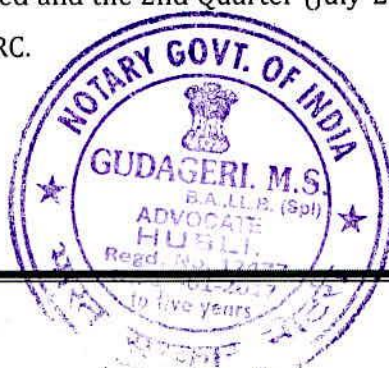
Based on the analysis, the HESCOM needs to take corrective measures to ensure 100 per cent meter reading, billing, and collection, through identification of sub-normal consumption, replacement of non-recording meters etc.

The Commission reiterates its directive that the HESCOM shall implement the Financial Management Framework model in its jurisdiction at the earliest to bring in accountability on the performance of the divisions / sub-divisions in the matter of the quantum of energy received, sold and its cost so as to conduct its business on commercial principles. Compliance in this regard shall be submitted to the Commission on a quarterly basis, regularly.

HESCOM shall identify the sub-divisions and divisions which are not collecting the required rate of ARR and take remedial measures to ensure full recovery of revenue.

Compliance by the HESCOM:

HESCOM has identified two Divisions namely O & M Urban Division Belgaum comprising of Urban consumers only, and O & M Division Gadag comprising of mixed consumers of Urban and Rural for implementation of Financial Frame Work on the basis of models of M/s. CESC and M/s. BESCO. The targets were fixed accordingly as per Directive of the Commission already issued and the 2nd Quarter (July-2019 to September-2019) report is submitted to Hon'ble KERC.




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The same criterion will be adopted among all Divisions/Sub-Divisions of HESCOM by treating the each Sub-division as Cost Revenue Centres to achieve as per the Directives of Hon'ble Commission.

Earlier efforts have been made by the HESCOM to implement the Directive through outsourcing which was later on discontinued as per the directive of the Commission and the model adopted by M/s. CESC and BESCO is also taken into consideration for the speedy implementation of the Directive.

The Financial Frame Work data for the month of July-19, August-19 and September-19 is enclosed as **Annexure-4**.




14) Directive on Prevention of Electrical Accidents:

Commission's Views:

The Commission notes that the HESCOM has taken several remedial measures to improve its distribution network and also has taken up awareness programmes to educate the field staff and public about the electrical safety measures. However, despite these measures, the rate of fatal electrical accidents involving human, animal and livestock has not substantially decreased, which is a matter of serious concern to the Commission. The frequent occurrence of electrical accidents indicates that there is an urgent need for identification and rectification of hazardous installations, more systematically and regularly. Therefore, the HESCOM should continue to focus on identification and rectification of all the hazardous installations including streetlight installations / other electrical works, under the control of local bodies to prevent electrical accidents. HESCOM should also take up continuous awareness campaigns through visual / print media on safety aspects relating to electricity among public.

The Commission is of the view that, HESCOM should carry out more effective periodical maintenance works, provide and install LT protection to distribution transformers, and also ensure use of safety tools & tackles by the field-staff, besides imparting necessary training to the field-staff at regular intervals.

The Commission is also of the view that the existence of hazardous installations in the distribution network is evidently, because of the sub-standard works carried out by HESCOM without adhering to the best & standard practices in construction / expansion of the distribution network. The HESCOM needs to conduct regular safety audit of its distribution system and to carryout preventive maintenance works as per schedule of the Safety Technical Manual issued by the Commission to keep the network equipment in healthy condition.


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HESCOM should also take up regular inspection of consumer installations especially Irrigation pump houses, cow sheds and buildings under construction to identify hazardous installations, educate the consumers of the likely hazard and persuade them to take up rectification.

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

HESCOM shall submit an action plan for reducing the accidents in its area, within a month of the date of this Order. The compliance thereon shall be submitted to the Commission every month, regularly.

Compliance by the HESCOM:

HESCOM has vast distribution network with 86243kms High Tension line, 135000kms Low Tension line and more than 2.2 lakhs of DTCs and apart from these we have 178 Nos of 33/11 KV MUSS to cater the needs of around 51.8 lakh consumers. Efforts are being made continually to avoid electrical accidents and there is lack of knowledge among maintenance staff/public/consumer. We have taken up huge awareness programmes to educate the field staff and public about the electrical safety measures.

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

All the officers are instructed to ensure that all the linemen in their jurisdiction are provided with proper and adequate safety gear. The linemen are instructed to compulsorily use such safety gears provided to them while working on the network.

The Chief Engineers of respective zone are authorized to procure good quality tool kits and safety belts to be provided to linemen coming under their jurisdiction. 4600 pairs of rainwear, 4200 sets of Tool kit, 3300 Nos of Helmets are procured and issued to the working staff during 2019-20.




Executive Engineer (EI)
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Corporate Office, Hescm

Reflective Jackets and LED torch have also been procured and allotted to all the divisions in HESCOM, and it is strictly instructed to use them while working.

Safety manuals are circulated among all the Divisional /sub-divisional officers and instructed for implementation of safety rules in fields.

Further, tendering is in process for procurement of safety materials such as safety belts and safety goggles, safety shoes and Rubber hand gloves.

Training Session on electrical accidents and safety procedures to be followed to avoid accidents is being conducted for the newly recruited lineman and to all maintenance staff, at Training Centre of HESCOM, Hubballi at regular intervals.

HESCOM will continue its efforts to educate its staff on this behalf regularly.

The details of accidents is as given below,

| Sl. No | District | Electrical Accident FY-2019 | Expenditure incurred in crores for prevention of Accidents | Electrical Accident FY-2020 upto Oct-19 | Expenditure incurred in crores for prevention of Accidents |
|--------|----------------|-----------------------------|--|---|--|
| 1 | Dharwad | 45 | 0.7281 | 12 | 0.924 |
| 2 | Gadag | 28 | 1.072 | 8 | 1.25 |
| 3 | Uttara Kannada | 44 | 1.433 | 13 | 6.4 |
| 4 | Haveri | 47 | 1.487 | 14 | 0.3252 |
| 5 | Belgaum | 82 | 1.857 | 56 | 2.35 |
| 6 | Bijapur | 10 | 0.534 | 11 | 0.615 |
| 7 | Bagalkot | 34 | 0.839 | 34 | 1.325 |
| | Total | 290 | 7.95 | 148 | 13.189 |

In view of accident occurring in HESCOM various Preventive Measures to reduce accidents has been taken up in all the divisions of HESCOM. Among them few are listed below.

- Providing intermediate poles in lengthy span – 5635 Nos
- Replacement of Broken /Detoriated poles – 3117 Nos
- Shifting of DTC Lines to safer place–655.63 Kms
- Replacement of detoriated conductor -151.25 Kms
- Shifting of HT/LT Lines – 143.43 Kms
- DTC Earthing –195 Nos
- Transformer maintenance work has been carried out to reduce the accident.
- LT reconductoring works for 716.08 Kms has been completed
- HT reconductoring works for 415.09 Kms has been completed.



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Action is being taken to educate the large public regarding safe use of equipment's, Consumer awareness programmes are arranged regarding safety, at all the district Headquarters about electrical safety. Also Circulars Vide Circular No: 1) HESCOM/GM(T)/EE-3/AEE-3/18-19/CYS-688,689,690 Dated :30.05.2018. 2) HESCOM/GM(T)/EE-3/AEE-3/18-19/CYS-3231,3232 Dated : 28.11.2018 .3) HESCOM/GM(T)/EE-3/AEE-3/18-19/CYS-2893 Dated : 11.10.2019 regarding creating safety Zones has been circulated in HESCOM jurisdiction for adopting safety rules. Monthly twice meeting is being conducted at Corporate Office HESCOM Hubballi to review Identification and rectification of Hazardous locations. Further there are 17663 Nos of Hazardous locations identified and 17169Nos. rectified for the year 2019-20 till October-2019. All efforts are being made to reduce the accidents in all the area coming under the jurisdiction of HESCOM on priority.

HESCOM has taken adequate measures to identify and rectify all the hazardous locations / installations existing in its distribution system. The details of Hazardous Locations identified and rectified for the year 2019-20 till October-2019 is as given below.

Details of Hazardous Locations for the year 2019-20 till October-2019:

| Sl. No | Name of the Circle | Hazardous locations existing at the beginning of the year | Hazardous locations identified | Hazardous locations rectified | Balance Hazardous locations to be rectified | Action plan for rectifying the balance Hazardous locations |
|--------|--------------------|---|--------------------------------|-------------------------------|---|--|
| 1 | 2 | 3 | 4 | 5 | 6 | |
| 1 | Hubballi | 3448 | 3900 | 3450 | 3898 | Works already sanctioned and under progress. |
| 2 | Haveri | 4577 | 2691 | 2763 | 4505 | |
| 3 | Sirsi | 3811 | 2864 | 2969 | 3706 | |
| 4 | Belagavi | 5117 | 1805 | 1984 | 4938 | |
| 5 | Chikkodi | 4193 | 1393 | 1104 | 4482 | |
| 6 | Vijaypur | 6177 | 2578 | 2198 | 6557 | |
| 7 | Bagalkot | 21121 | 2432 | 2701 | 20852 | |
| | HESCOM | 48444 | 17663 | 17169 | 48938 | |

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