

CHAPTER-1

PROFILE OF HESCOM:

Consumer Profile (FY -22): (As on 30.09.2021)

Tariff	LT1	LT2	LT3	LT4	LT5	LT6	LT7	HT	Total
No of Consumers	758091	3002234	422905	986884	129509	79795	173519	4081	5557018
Percentage	13.64%	54.03%	7.61%	17.76%	2.33%	1.44%	3.12%	0.07%	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	Vigilance Offices & Police Stations
1	Dharwad	01	01	01	04	11	02	38	01
2	Gadag				02	07	05	18	01
3	Haveri			01	02	09	08	33	01
4	Uttar Kannada			01	04	11	02	37	01
5	Belagavi		01	02	08	22	14	76	02
6	Vijayapur			01	03	13	03	51	01
7	Bagalkote			01	03	12	10	38	01
TOTAL		01	02	07	26	85	44	291	08

Vacancy Position as on 30.09.2021.

Group	Sanctioned	Working	Vacant
A	402	294	108
B	618	365	253
C	5844	4080	1764
D	10065	4708	5357
Total	16929	9447	7482



CHAPTER-2

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 for FY20 and has not submitted the data in the prescribed format for the 1st and 2nd quarter of FY21.

The Commission had directed the ESCOMs to conduct the consumer interaction meetings in the sub Divisions chaired by either the jurisdictional Superintending Engineer or the jurisdictional Executive Engineer to effectively redress the consumer grievances. The Commission takes note of the submission made by HESCOM that, such meetings are being conducted every third Saturday of every month in its entire area of supply covering all the Sub Division. In the preliminary observations, the Commission had raised the concern about non submission of the data every quarter in the prescribed format, as directed by the Commission.

The Commission had directed HESCOM to furnish the details, indicating the dates on which the meetings were conducted. HESCOM has stated that the frequency of the CIMs conducted during FY21 is less due to the Covid-19 pandemics and has assured the Commission that the CIMs will be conducted in future. In its replies to preliminary observations, though HESCOM has informed that the details of CIMs conducted and Chaired by the jurisdictional SEE or EEE is furnished as per Annexure-R, it is observed that HESCOM has not furnished the said details of the meetings Chaired by SEEs/ EEEs in respect of all the O & M circles of its jurisdiction during all the quarters of FY20 and FY21. Thus, HESCOM has not submitted the data of CIMs conducted in its jurisdiction in an appropriate manner, as per the format given by the Commission in the previous Tariff Order. **HESCOM is directed to submit the consolidated details of CIMs conducted in its jurisdiction during FY20 and FY21 in an appropriate format within 2 months from the date of this order without fail.**

Though, HESCOM has claimed that the reports are being sent to the Commission, the same are not being received in the Commission's office after the end of each quarter, in the format prescribed for reporting the conduct of CIMs. HESCOM shall ensure that such reports reach the office of the Commission, at the end of each quarter in future, without fail.

Further, the Commission desires that, such meetings are strictly chaired by the either the jurisdictional Superintending Engineer or the jurisdictional Executive Engineer and no other officer of the lower rank shall preside over such meetings.



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The Commission also declares that, if the Consumer Interaction Meetings are conducted in the Sub Divisions without the participation of 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 personal account of the concerned Superintending Engineer or Executive Engineer, as the case may be who falls to conduct such meetings.

The Commission, therefore reiterates its directive to the HESCOM to conduct Consumer Interaction Meetings (CIM) chaired by either the jurisdictional Superintending Engineer or jurisdictional Executive Engineer once in a quarter, in each of the O & M Sub Divisions, to redress the consumer grievances relating to supply of electricity. Advance notices shall be sent to the stakeholders by email /website and through SMS (by maintaining /updating the consumer database) well in advance. Information on the schedule of the Consumer Interaction Meeting, date, time, venue etc., shall be published in the form of news item in the leading local / regional newspapers, at least 3 days prior to the conduct of the meeting to ensure that a greater number of consumers take part in such meetings.

Proceeding to conduct of such meetings shall be uploaded in the website of the HESCOM for reference of the consumers and a report in the prescribed format shall be sent to the Commission after the end of each quarter.

In addition to the quarterly meetings to be chaired by the jurisdictional Superintending Engineer (EI) (SEE) or the jurisdictional Executive Engineer (EI) (EE) the CIM being conducted by the Assistant Executive Engineer (EI) at the Sub Division level on third Saturday of every month, may be continued, so as to attend to the grievance of the consumers.

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

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 has been issued to all SEE'/EE's of the O & M Circles and Divisions to conduct the consumer interaction meeting once in a quarter in all sub divisions and to ensure that Consumer Interaction Meetings (CIM conducted in each of its O&M sub-division) is chaired by the Superintending Engineers or Divisional Executive Engineers failing which penalty will levied by the



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Commission as stated in the directive. Further, awareness is also being created under DSM activities to enable the public / consumers to participate in the consumer grievance meetings.

The complaints are attended and resolved in the meeting, but certain complaints of the consumers are of the nature which requires preparation of estimates /company procedures / regulations/ to be followed to redress them. Such, complaints are being attended subsequently.

It is submitted that details of the meetings conducted during FY-20 as per KERC format was furnished in the preliminary Observations. The abstract of the meetings conducted during FY-21 and FY-22 up to September-2021 is as given below. The detail sheet of the same for FY-21 and FY-22 up to September-2021 as per the KERC format is enclosed as Annexure -1.

FY-21 : April 2020 to March 2021 :

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	109	93	89	4	241
2	Haveri	9	48	28	28	0	32
3	Sirsi	11	36	123	117	6	201
4	Belagavi	12	74	262	262	0	484
5	Chikkodi	9	54	130	124	6	206
6	Bagalkot	12	65	217	198	19	602
7	Vijayapur	13	68	391	391	0	474
	Total	84	454	1244	1209	35	2240

FY-22 (April 2021 to September 2021)

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	26	113	112	1	106
2	Haveri	9	28	64	64	0	78
3	Sirsi	11	37	80	64	16	129
4	Belagavi	12	20	105	105	0	124
5	Chikkodi	9	27	26	26	0	65
6	Bagalkot	12	39	77	75	2	169
7	Vijayapur	13	39	146	146	0	182
	Total	84	216	611	592	19	853

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


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

Commission's Views:

The Commission notes that the HESCOM has complied with the directive by initiating preparation of energy bills on monthly basis considering the 15 minute's time block 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 FY20 as well during FY21 till September 2020. 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.5.16 Crs. to HESCOM during FY20 and FY21, till September 2020 from the consumer who took advantage of its laxity in enforcing correct billing. The HESCOM is required to adhere to the directive and continue to 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 minute's time block billing enforced on all applicable EHT/HT consumers from the month from which the necessary infrastructure for open access was available.

The Commission reiterates its directive that the HESCOM shall continue to prepare the energy bills on monthly basis considering the 15 minute's time block period in respect of all EHT / HT consumers importing power through power exchanges under open access and submit quarterly compliances 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 3.34 MU in FY-21 and 0.83 MU in FY-22 (Up to Sept-21) is profit to the HESCOM due to billing done considering 15-minute time block. The revenue gain for FY-21 and FY-22(up to Sept-21) approximately works out to Rs. 3.01 Crs. considering existing tariff rate.



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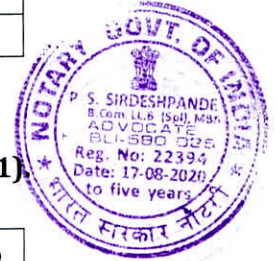
The Month wise details are given below.

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

Sl. No.	Month	Scheduled Units as per SLDC/IEX	Actual Open Access Units	Profit units to HESCOM
1	Apr-20	6.12	5.95	0.17
2	May-20	5.05	5.02	0.03
3	June-20	11.61	11.36	0.25
4	July-20	13.21	13.01	0.20
5	August-20	17.10	16.77	0.33
6	Sept-20	16.95	16.74	0.21
7	Oct-20	17.80	16.97	0.83
8	Nov-20	13.96	13.74	0.22
9	Dec-20	17.41	17.03	0.38
10	Jan-21	16.25	16.18	0.07
11	Feb-21	18.57	18.36	0.21
12	Mar-21	7.01	6.57	0.44
Total		161.04	157.70	3.34

Details of Open Access transactions for the year FY-22 (up to Sept-21)

Sl. No.	Month	Scheduled Units as per SLDC/IEX	Actual Open Access Units	Profit units to HESCOM
1	Apr-21	5.74	5.70	0.04
2	May-21	12.17	11.87	0.30
3	June-21	7.91	7.89	0.02
4	July-21	8.14	8.03	0.11
5	August-21	3.32	3.27	0.05
6	Sept-21	5.26	4.95	0.31
Total		42.54	41.71	0.83



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3) Directive on Energy Conservation:

Commission's Views:

The Commission observes that, the HESCOM has not submitted the compliance regularly on implementation of the directive, while appreciating the efforts of HESCOM in selling energy efficient bulbs and fans in its jurisdiction, the Commission notes that the sales figures indicated by HESCOM are not encouraging. It is observed that the efforts of HESCOM in selling approximately 23.74 Lakh numbers of LED bulbs, as compared to the previous year's figures and as compared with the sales achieved in other ESCOMs, is very poor.

The Commission notes that the HESCOM is said to have issued Circulars towards implementation of the directive. HESCOM has submitted the compliance in respect of energy savings by way of making provision for selling LED lamps/ LED tube lights/ energy efficient fans 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.

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.

HESCOM has furnished the list of places where it has conducted the awareness programme. The Commission directs HESCOM to continue 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 provided for customer relations/consumer education program.

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

Considering the practical difficulty expressed by HESCOM, in its previous tariff filing, by partially modifying the directive, the Commission reiterates its directive 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. The



compliance thereon shall be submitted to the Commission once in a quarter, on a regular basis. The jurisdictional Executive Engineers/ Superintending Engineers shall inspect the new installations, selected at random basis, to cross check the compliance to the directive by the field offices.

Compliance by the HESCOM:

HESCOM issued direction to all the Chief Engineer (EI) / Superintending Engineer (EI) / Executive Engineer (EI) and also regularly pursuing towards implementation of the Directive. The quarterly compliance on implementation of the Directive has been submitted.

Circular was issued to all HESCOM Offices regarding using 5 star rated equipment's & LED bulbs only in all HESCOM offices. HESCOM has extended the work of replacement of conventional bulbs. About 274 Nos of offices where conventional Bulbs are replaced with LED Bulbs.

HESCOM is constantly creating awareness for using LED bulbs and BEE 5star rated appliance through many mode for consumer awareness,

Energy Peak load management program and load reduction by using LED Bulbs, LED Tube Lights and Efficient Fan .Domestic Efficient Lighting Programme (DELP) scheme popularly known as **Hosa Belaku scheme** implemented in HESCOM from 04-02-2016. The sales and energy saving details till September-2021 as follows.

Sl No.	LED Appliances	Commencement	Total No Sold till Sep-21	Energy saved in MU
1	LED Bulbs	Feb-16	25,12,841	260.62
2	LED Tube Lights	Feb-17	32,120	3.24
3	Energy Efficient Fans	Apr-17	6,825	0.77
Total				264.64

HESCOM has given full Co-operation to M/s EESL to open the counters in HESCOM jurisdiction. **Further constantly requesting EESL to make availability of stock in the existing counters and increase the number of UJALA counters in HESCOM jurisdiction so that the counters are easily accessible for consumers/public.**

Further displayed the EESL counter location in HESCOM website and issued directions to all CEE/SEE/EE/AEE to display counter list in office premises along with brochure of advantage of using LED Bulbs compared to others conventional bulbs/tube lights for creating awareness & easy access for the public / consumer, so that which is easily viewed by public/consumer,


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HESCOM has conducted following activities for creating consumer awareness From April-21 to Sep-21

1. The Ring Back Tune (RBT) is provided to all numbers 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 service is from 1st April 2021 to 31st March 2022.
2. Created Awareness about advantages of replacement of conventional bulbs by LED bulbs, using BEE 5 star rated equipment's, Energy Efficiency methods, Energy Saving, SRTPV, DSM tips in various papers.
3. Awareness created through monthly electricity bills about using LED bulbs, BEE 5star rated equipment's, SRTPV.
4. Awareness about Energy Saving, Energy efficiency methods- using BEE 5 star rated equipment's, replacement of conventional bulbs by LED bulbs ,Bill payment, safety procedures and HESCOM services, through jingles in All India Radio.

Due to Covid pandemic situations in previous FY and this FY till this quarter end awareness programmes, in public places such as section wise awareness programs and through events have not been carried out.

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

Further new scheme known as "GRAM UJALA" is going to be implement by EESL "Replacement of Incandescent bulbs by LED bulbs of Rural domestic consumers "**For that HESCOM has already shared the details of Rural domestic consumers.**

Survey is going to be carried out by M/S EESL at earliest.

Further HESCOM has issued direction to all the Chief Engineer (EI) / Superintending Engineer (EI) / Executive Engineer (EI) & also constantly pursuing towards implementation of the Directive and for providing of LED lamps / energy efficient lamps while servicing of new streetlight / high mast installations including extensions made to the existing streetlight circuits. HESCOM is constantly creating awareness through above said DSM programmes, all new Street light are servicing with LED and Energy Efficient induction lamps only. Status of LED/EE lamps such as Induction lamps provided to Streetlight Installations as on end Sep-2021 is as below.


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Total No of Streetlight Installations	No of Installations Provided with LED/EE lamps	Balance No of Streetlight Installations to be provided with LED Lamps/EE lamps
26891	9720	17171



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

Commission's Views:

Commission is of the view of the that since the State has become surplus in power availability, the supply of quality and reliable power to consumers will become all the more essential. Hence the standards of performance (SOP) for Distribution Licensees specified by the Commission need to be implemented in all its letter and spirit.

It has come to the notice of the Commission that the consumers are generally not aware of the SOP prescribed by the Commission and as a result, the consumers are still facing difficulty in getting prompt services. As per the submission made by HESCOM in its Tariff Filing. It is observed that, HESCOM has been simply informing that the directions are issued to the Superintending Engineers and the Sections Officers to implement the directives. But, has not furnished any information/details of implementation. In spite of the directives issued in the past, the Commission has noted with displeasure that, HESCOM has failed to conduct the awareness campaigns on SOP for consumers at Hobli level and has not come across any information on the conduct of orientation program to its field staff in its tariff filing.

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

Further, the Commission directs the HESCOM to carry out effective supervision over the functioning of field offices particularly in rendering of services to the consumers relating to restoration of supply of electricity. The Commission also directs HESCOM to submit the details of number of violations of SOP by officers, Sub-Division wise, month wise, amount of penalty levied on the officers and the amount paid to the consumers, for any delay in service.

The Commission also directs the HESCOM to take action to display the SOP in the format mentioned in the previous Tariff Order, in its official website for information of the consumers.

The 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.

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

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

HESCOM shall consider and continue bringing in a system of recognizing of 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 (Licensees Standards of Performance) Regulations, 2004. The compliance in this regard shall be submitted once in a quarter to the Commission regularly.

Further, all the ESCOMs are hereby informed that the Government of India. Ministry of Power has issued implementation of Electricity (Rights of Consumers) Rules, 2020 for implementation with immediate effect. All the Distribution Companies in the State are required to take necessary action to implement these Rules without any let up. In the light of this, HESCOM is hereby directed to conduct awareness programme to its officers and staff on these Rules and ensure that these Rules are implemented in all its letter and spirit. The Commission would regularly monitor the implementation of these Rules by the ESCOMs. BESCO is also directed to propose amendments. If any, to the existing Regulations in order to enable complete implementation of these Rules.

Compliance by the HESCOM:

Strict instructions have been issued to the concerned officers to display the Standards of Performance (SOP) posters in all the O & M offices of HESCOM and any breach in rendering services of the SoP will be penalized as per the provision of SoP Regulations. The progress report on SoP is being submitted to the Commission every quarter and the same is hosted in the HESCOM's website: hescom.karnataka.gov.in. (Annexure-2) The HESCOM is making all efforts to strictly implement the specified SoP while rendering services related to supply of electricity.

The Form - A, to claim compensation for non-compliance of the SoP under KERC (CGRF and Ombudsman) Regulations, 2004 is displayed in the notice boards of all HESCOM Offices.

Grahakara Kaipidi is being regularly published in HESCOM and also distributed among the HESCOMs staff, various other stake holders and Consumers. Further, any amendments to the regulations or any additional information to be updated is incorporated in the Grahakara Kaipidi



and the same is hosted in HESCOM website. (Annexure-2A)

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:

The Commission notes that HESCOM is not submitting the quarterly compliance report to the Commission. It is noticed from the data furnished in the table, in its replies to preliminary observations that, some of the safety equipment are not provided to even 50% of the field staff working in HESCOM. The Commission has taken a serious note on the statement made by HESCOM that all the field staff will be provided with the safety gear by the end of FY-22 and was not able to understand what is preventing HESCOM in providing the safety gears to all the linemen / field staff immediately.

It has been brought to the notice of the Commission by the consumers and also report of the CEIG, that the safety gears / equipment are not being used by all the linemen of 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 of work place amounts to a serious violation of human rights by HESCOM. HESCOM's submission that it would provide safety gears to all the staff by FY22 is not acceptable. Hence, the Commission hereby directs HESCOM to take action to provide the entire set of safety gears / kits to all the linemen / field staff, in its area of operation within 3 months, from the date of this order instead of the plans of providing of the end of FY22 and submit compliance to the Commission.**

The long time taken 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 supplies 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 aspect in order to reduce and prevent electrical accidents occurring due to negligence / non-adherence of safety procedures by the field staff while carrying out the work on the distribution network. It is noted that no details of any training being organized on safety aspects to the linemen, are furnished by HESCOM. The linemen


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and other field staff should be given appropriate training periodically on adherence to safety aspects / procedures, and such training modules should include case studies so that the training current and relevant, so that, they carry out their work safely/ effectively.

The Commission reiterates its directive that the HESCOM shall ensure that, all the linemen and other field staff are provided with adequate and appropriate safety gear within 3 months from this order and ensure that he 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 defined in respect of all those employees who are involved in working on live lines / installations for repairs etc., based on case studies.

Compliance by the HESCOM:

HESCOM has put more emphasis on safety aspects of power men. In this regard safety materials have been procured and supplied to all the circles year on year as per requirement. For the year 2021-22 HESCOM has invited tender for procurement of safety materials as follows.

Sl. No	Name of circle	Total No of Linemen as on 30-06-2021		No of Linemen provided with safety gear as on 30-06-2021		No of Linemen yet to be provided with safety gear		Likely date of providing safety gear to all Linemen	
		Regular	Contract	Regular	Contract	Regular	Contract	As submitted in the tariff petition for FY21	Present Status
1	Hubli	1129	-	1129	-	0	-	Tender invited for procurement of following Nos of Safety Materials vide tender Enq. No-HESCOM /2021-22/IND763 and it is under finalization stage.	
2	Haveri	488	-	488	-	0	-	1. Rainwear	4600 Nos
3	Sirsi	573	-	573	-	0	-	2. LED Torch	1600 Nos
4	Belagavi	847	-	847	-	0	-	3. Reflective Jacket	1700 Nos
5	Chikkodi	483	-	483	-	0	-	4. Safety Helmets	3300 Nos
6	Vijayapur	695	-	695	-	0	-	5. Tool kit	4200 Nos
7	Bagalkot	817	-	817	-	0	-	6. Safety Belt	3300 Nos
	Total	5032	-	5032	-	0	-	7. Earthing Rod	4200 Nos

Training regarding safety precautions is being given to all power mens and directions issued to adhere to safety principals and action being taken on supervising officers for voilations.

Safety manual is published and circulated to all the working staff and work will be commenced only after issue of permit to work from authorized person. The supervising officer will ensure use of all safety material before commencing the work and all safety standards are followed.

Further trainings and awareness programs have been conducted as part of pre-employment/pre promotional training program and also training programs conducted under National training program for C&D group employees.


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

Commission's Views:

As per the data furnished by HESCOM in the current tariff filing, Commission notes that the number of SL installations to be provided with time switches as at the end of September, 2020 are 19,789. As per the data furnished in the previous tariff filing, the number of SL installations to be provided with timer switches as at the end of September 2019 were 19,982. The Commission appreciates the efforts made by HESCOM in reducing the inventory of SL installations requiring provision of the timer switches. Since a small improvement is seen, the progress of providing timer switches to street lights is not encouraging.

Further, HESCOM has to give adequate focus to this issue and has to coordinate with the concerned local authorities in installation of timer switches while servicing the new street light installations.

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

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

Hence, HESCOM should seriously pursue this matter with the concerned local authorities, strictly ensure fixing of timer switches while servicing the new installations. Therefore, going by the progress, the Commission is of the view that the progress of HESCOM is poor and HESCOM should initiate serious action for installing the timer switches.

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

Therefore, the Commission, in partial modification to the earlier directive, reiterates that the HESCOM shall ensure that, the new streetlight installations and any extension / modification 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.


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Compliance by the HESCOM:

HESCOM issued direction to all Chief Engineer (El) / Superintending Engineer (El) / Executive Engineer (El) 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 and also regularly pursuing towards implementation of the Directive. Further HESCOM is relentlessly pursuing local bodies for installing timer switches to avoid wastage of energy and spreading awareness about providing timer switches to Streetlights through newspaper and awareness programs. The compliance has been submitted quarterly.

HESCOM will adhere to the directives of the Hon'ble Commission while servicing the new or the extended circuit of the street light installations by getting the timers switches installed only. All new street lights are serviced with timer switch installed only.

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

The Status of installation of Timer switches to Street light installations as on end of Sep-21 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
26891	6893	19998

7) Directive on load shedding:

Commission's Views:

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

The Commission also notes that, HESCOM is making use of the URJA Mitra App for emanating messages to provide the information of scheduled and unscheduled power outages, emergency outages, restoration time, power outage extension time, etc., due to reasons such as system constraints, breakdowns of lines / equipment, maintenance etc., to the consumers through SMS. HESCOM has to take further steps and speed up to update the database with the entire consumer strength of the Company to make the App effective.

HESCOM shall extensively use the URJA Mitra mobile application, which can be used as a link between HESCOM field staff and citizens for dissemination of information on outages to all consumer, through SMS. The application (Software) can also be integrated with any other system. This would significantly address the "consumers" dissatisfaction on this issue and

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prevent inconvenience / disruption caused to the consumers especially the industrial consumers. HESCOM can also save money required for development of similar software.

Further, the Commission has noted with concern that, the number as well as the duration of interruption are increasing, causing inconvenience to the consumers. The Commission notes that, 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 reasons for power disruption is the failure of the Distribution Transformers. As per the SoP the (indicative Maximum time limit for rendering service), notified by the Commission, the HESCOM is required to restore power supply affected due to DTC failure within 24 Hours in City and Town areas and within 72 Hours in Rural areas. However, during the public hearing the consumers have complained that the HESCOM is not adhering to the SoP fixed by the Commission and that the field officers are not attending to minor faults and are taking longer time for restoring power supply. It is further noted that, lack of regular maintenance and poor quality of repairs also have contributed to the increase in number of failures of Distribution Transformers. Hence, the Commission directs HESCOM to conduct orientation programmes/workshops to the field staff to equip and motivate them to attend to the minor faults at site itself wherever possible and restore power supply as quickly as possible. HESCOM is also directed to take action for effective monitoring and supervision by periodical maintenance and repairs of transformers and fix personal responsibility on the erring staff / officer in case of poor maintenance and poor quality of repairs.

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

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

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

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Compliance by the HESCOM:

HESCOM has taken up various extensive improvement works in order to enhance reliability and power quality. Under the year to year action plan, the details of initiatives taken 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.
- During review meeting with HT consumers, it is directed to provide UG cables wherever there are 11 KV and 33 KV line crossings to prevent unnecessary interruptions to the consumers.
- Regular meetings are being conducted with HT industrial consumers/officials with instructions to the all concerned officials 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 since May-2016.

- a. HESCOM is notifying the details of load shedding in respect of planned maintenance of transmission / distribution networks in advance in local daily newspaper for the information of consumers.
- b. HESCOM is furnishing on a daily basis the hourly requirement of power in its jurisdiction based on the seasonal conditions and other factors affecting demand to SLDC by e-mail.
- c. In HESCOM, in case of any shortfall in the availability during the course of the day, anticipating the quantum of load shedding is being estimated in advance. Further,


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specific feeders are identified for load shedding for the minimum required period with due intimation to the concerned sub- divisions and sub-stations. The estimates of loads of the HESCOM that may be shed, when required, in discrete blocks is as shown below:

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



- d. The REC has developed a web based application, “Urjamitra” and HESCOM has uploaded the data relating to all 11 KV feeders. The likelihood of interruption in power supply with time and duration of such interruptions are being uploaded in the web based application since from October, 2016

Outage information for both scheduled and unscheduled load shedding is being triggered to relevant consumers through SMS's in predefined format, by the concerned AEE, O & M Sub-divisions.

HESCOM has uploaded the details of 37.7366 lakhs of consumers in the database of Urjamitra out of 50.38 lakhs of consumers of its area. 2.25 crores of SMS's are triggered using the platform for 10817 numbers of scheduled outages and 1974 numbers of unscheduled outages, which can be seen in www.urjamitra.com.

- e. Where load shedding has to be resorted due to unforeseen reduction in the availability of power, or for other reasons, action will be taken to inform consumers, the likely

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time of restoration of supply through SMS by the concerned AEE, O & M Sub-divisions through Urjamitra.

- f. In HESCOM, the Load shedding is carried out on rotation basis in different sub-stations / feeders to avoid frequent load shedding affecting the same sub-stations / feeders.
- g. HESCOM will review the availability of power with respect to the projected demand for every month in the last week of the previous month and forecast any unavoidable load shedding after consulting other ESCOM in the state about the possibility of inter ESCOM load adjustment during the month.
- h. HESCOMs is submitting to KERC its projections of availability and demand for power and any unavoidable load shedding for every succeeding month in the last week of the preceding month for approval regularly since May, 2016.
- i. For minimizing load shedding, HESCOM is purchasing spot purchase of power in the power exchanges on day a head basis or by short term power purchase whenever needed.
- j. Month wise sub-station wise and feeder wise data on interruptions in power supply is being regularly submitted to KERC every month.

Many sessions on " electrical accidents and safety procedures to be followed to avoid accidents" are being conducted regularly for the line maintenance staff during trainings of Training Centre of HESCOM, Hubballi.

During the financial year 2020-21 trainings were conducted for:

- 307 ALM/JLM/LM/MR/Station Mechanics under NTP.
- 34 Meter readers/Overseer/Operators/ASK.

During the financial year FY 2021-22 up to Sept-21 trainings were conducted for:

- 40 Meter readers/Overseer/Operators/ASK
- The HESCOM is making all efforts to strictly implement the specified SoP by KERC while rendering services related to supply of electricity.
- Directions are issued to all the field officers to provide additional transformers & to enhance the capacity in order to reduce the transformer failure due to overloading.45 no of local repair Centers & 3 no of Mega Repair Centers established in HESCOM for early repair and replacement of failed transformers, thus maintaining reliability.


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8) Directive on Establishing a 24 x 7 Fully Equipped Centralized Consumer Service

Centre for Redressal of Consumer Complaints:

Commission's Views:

The Commission notes that the HESCOM has established necessary infrastructure for effective redressal of consumer complaints. While taking note of the efforts made by HESCOM, it is observed that, the number of complaints is increasing year on year.

The HESCOM, in its current tariff filing has not furnished any detailed information on imparting training on behavioral attitude to the executives working in the Centralized Customer Care Centre, round the clock who are deployed through Outsourcing Agency, in response to the several complaints made during the public hearings on the negative (rude) behavioral attitude of such executives working in the CCC. The Commission is not happy with the reply furnished by HESCOM in respect of imparting training to the executives working in CCC.

HESCOM shall instruct the agency employing and deploying such executives to continue 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 the. 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 notes that the average time taken to attend a complaint has come down to 19 minutes in FY 21 as compared to that of 48 minutes in FY20. HESCOM has to furnish the detailed calculation / information on its claim of drastic reduction in the average time taken to attend to a complaint as furnished in its replies to preliminary observations.

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

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

The Commission reiterates its directive to the HESCOM to periodically publish the complaint handling procedures / contact number of the Centralized Consumer



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Service Centre in the local media, continue to host it on its website and also publish it through other modes, for the information of public and ensure that all the complaints of consumers are registered only through the Centralized Consumer Service Centre for proper monitoring and disposal of complaints registered. The compliance in this regard shall be furnished once in a quarter regularly, to the Commission.

Compliance by the HESCOM:

To facilitate consumers and better Redressal of consumer Grievances, HESCOM has established a well-integrated 24x7 Customer Helpline through the latest technology & software developments along with in-built automatic call transfer system. Telephone No. 1912 is the helpline number.

To reduce the consumer downtime to address the complaints, HESCOM Helpline is enhanced from 7-seater to 15-seater, i.e., additional 8 seats have been added from August-2019 and upgraded its Hardware infrastructure new version and Providing CMS Solution from June-2020.

A 15-seater Call Centre is servicing through 15 concurrent lines 24X7 with Multi-Channel Complaint Registration Facility (Phone, Online, e-mail, Facebook, WhatsApp & Twitter). Whenever any consumer registers complaint, they will be provided with the Complaint Number, using which they can track their complaint status through Helpline or HESCOM Website. The call center is monitored by Assistant Engineer and One Junior Engineer per shift is supervising the activities of CCC and disciplinary actions will be taken for the erring official/ executives.

HESCOM has developed in-house software for Customer Care Centre and is maintained by HESCOM itself and also made provision for consumers to register the complaints through Quick complaints registration web application.

HESCOM is providing necessary training in co-ordination with the firm to all the staffs those who are working in the Consumer Service Centre on how to attend phone calls & how to behave with consumer politely and Consumer Complaint Redressal mechanism through '1912' effectively.

Further, newly appointed executive has to go through 15 days of training period before putting on desk. The existing AVAYA solution has a 'Call Recording Service' feature which allows the automatic recording of calls which can be used to monitor how the executives are dealing with consumers.


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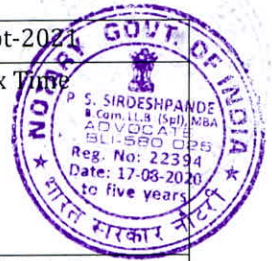
HESCOM has devised a mechanism to recognize the best performing executives who are deployed through outsourcing agency by collecting information every month from Team leaders, shift in charge and the same is still under progress. Best CCE with good track records gets promoted to Team leader.

HESCOM has implemented caller tune regarding electricity helpline No. 1912 to all CUG mobile numbers of HESCOM officers. Whenever the consumer's coming under HESCOM jurisdiction calls CUG mobile numbers of HESCOM they hear an automated caller tune suggesting that consumers to dial electricity helpline No.1912 for registration of any electricity related complaints.

In order to encourage use of 24x7 centralized consumer service center, HESCOM has been frequently advertising the central complaint No 1912 in the various editions of newspapers. Further, HESCOM is also utilizing the forum of various organizations to display banners indicating the consumer service center call No. 1912 and contact numbers of the Centralized Consumer Service Centre/field officers are published in the HESCOM website.

The total No. of complaints received for the FY 2021-22 i.e. up to Sept-2021 are 406007 Nos. The complaints are attended under different categories as given below.

Total Complaints received at CCC	Total Complaints received other than CCC	Details of complaints received during FY 2021-22 Up to Sept-2021						
		Fuse off call	LT line	Transformer	11 KV feeder interruptions	Total	Min Time	Max Time
406007	928	390733	879	15323	1989	406935	10 min	Complaints No H202104230312, H202107050204 & H202108050085 are pending



Owing to the oversight, it was submitted in reply to the preliminary observations that the Avg time taken to attend the complaint for the FY 2019-20 is 48 min & for the FY 2020-21 is 19 min and the same shall be read as 48 Hrs and 19 Hrs respectively.

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9) Directive on Energy Audit:

Commission's Views:

The Commission had directed HESCOM to submit the monthly energy audit reports of cities / towns with detailed analysis regularly. The Commission notes with displeasure that HESCOM has not submitted the monthly energy audit reports 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 percent in all towns. The HESCOM is directed to conduct such energy audit and submit compliance thereon every month, regularly to the Commission. **The HESCOM is directed to focus on the towns and cities having a distribution loss of more than 12% and take corrective measures to bring down the losses to less than 12%. It is also directed to conduct such energy audit and submit compliance thereon every quarter, regularly to the Commission.**

As per the data furnished in the tariff filing, despite completion of metering of 64,521 number of DTCs in the area of HESCOM, the HESCOM has furnished the analysis only for around 25,000 DTCs (39%). HESCOM has failed to furnish the energy audit reports for the remaining 61% of DTC's metered in its area, which are mostly provided with automatic Metering Infrastructure (AMI). HESCOM has failed to furnish similar analysis for RAPDRP towns. HESCOM is stressing on the problems with communication, lead wire burnt out, MNR etc., towards non- conducting of energy audit.

HESCOM has not furnished nay information on the analysis made and the action taken on the results of month -wise energy audit of all the 11KV lines operating in its jurisdiction, it is evident that the HESCOM is not serious about conducting energy audit and analysis of 11KV lines and DTC level energy audit and run its business on commercial principles.

It is observed that, HESCOM is mechanically repeating its claim of resolving the issues relating to communication and software from the last few years by way to issuing notices to the concerned agencies, integration issues etc., 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. **And now it is citing the reasons of floods affecting the communication network. Even if the floods have damaged the communication network. It should set right the same and intimated the same to the Commission, by now. It is postponing the all - important function of energy audit by giving one reason or the other.**


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From the data furnished by HESCOM , it is observed that the distribution losses in Ranebennur is more than 20% in Banahatti and is between 15 to 20 % in Rabakavi sub Division and in majority of the towns and cities the loss level is between 10 to 15% during FY21.

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

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, integration of various software, inaction of the agencies on resolving communication etc., and taking up energy audit of all the feeders and metered DTCs.

The HESCOM is directed to address all the outstanding issued relating to energy audit of all the 11kv feeders, DTCs, and take up the energy audit therein besides attending to 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 has directed HESCOM to conduct workshops at the Division level, to educate the officers of all cadres, on the importance of conducting the feeder - wise, DTC-wise energy audit and motivating them to take action to reduce the losses in their areas by addressing issues relating to consumer tagging and maintaining the DTCs / meters in good conditions, strictly servicing all the installations by providing appropriate energy meters, Metering of all the Streetlight installations, replacement of electro-mechanical meters etc., HESCOM has failed to report compliance of the directions and intimate the action initiated, either in the Tariff filing or through other modes. **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 this review meetings at the Circle level every month. Copy of the proceedings of such meetings shall be submitted to the Commission, for information and further review.**

The Commission does not find the reasons submitted by HESCOM for not conducting / analyzing the energy audit in respect of 11 KC lines, DTC's and LT lines, justifiable and directs HESCOM to submit a consolidated energy audit report for the FY21 before 30th June, 2021, as per the formats prescribed by the Commission.



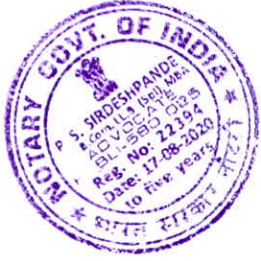
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Compliance by the HESCOM:

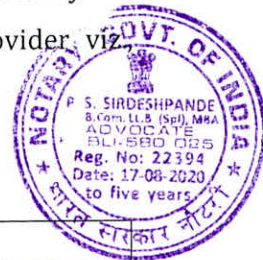
DTC Metering Works:

- 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.
- As per the DWA, the scope of the work involves; Supply, Installation, Commissioning and Maintenance of Composite Thread through Type Meter.
- 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.
- 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.
- Metering of all the 40793 Nos. of DTCs is completed under Phase I & II Details of the award and progress is annexed as Annexure -I.
- Agency has attended network and other issues and the Communication was established for 31209 DTCs in the centralized server during the month of Sept-2021. But there was heavy rainfall in the month of July and August 2020, severe flood affected the northern districts of Karnataka state which comes under HESCOM Jurisdiction. Belagavi, Dharwad, Bagalkot, Bijapura & 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.
- 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.
- 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.
- 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.
- The following are the remedial measures initiated to reduce losses in those DTCs wherever the loss levels are at higher levels;



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- 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.
- 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.



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

HESCOM DTC Metering Communication status for the month of September - 2021 as
Annexure -II.

Sl.No	Division	Work Progress	Communication	Balance
1	Hubli	1337	1103	234
2	Dharwad	1584	1314	270
3	Gadag	2543	1994	549
4	Haveri	2350	1827	523
5	Ranebennur	1553	1241	312
6	Karwar	2900	1829	1071
7	Sirsi	3304	1410	1894
8	Belgaum	2768	2139	629
9	Ghataprabha	1799	1414	385
10	Bailhongal	1617	1279	338
11	Chikkodi	1990	1648	342
12	Athani	1737	1316	421
13	Raibag	7204	6161	1043
14	Bagalkot	2089	1710	379
15	Jamkhandi	823	680	143
16	Mudhol	879	676	203
17	Bijapur	888	626	262
18	Indi	1715	1498	217
19	Basavana Bagewadi	1713	1344	369
	Total	40793	31209	9584



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-21 & FY-22 up to Aug-2021 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 -21(IVth Qtr)	16	12	4	-	-	-
FY -2022 Consolidated Up to Aug-2021	16	11	5	-	-	-
Apr-2021	16	12	4	-	-	-
May-2021	16	9	7	-	-	-
June-2021	16	8	8	-	-	-
July-2021	16	12	4	-	-	-
Aug-2021	16	10	6	-	-	-

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Application for Approval of Annual Performance Review for FY-21 and Approval for ARR & ERC under MYT Period FY-23 to 25 and ERC and Tariff Filing for FY-23.

Year	Name of the Town / Cities where loss range is			
	Below 10%	>10,to15	15-20%	Above-20%
FY -21 (4 th Qtr 2020-21)	Hubballi, Dharwad Urban, Gadag City,HAVERI,Sirsi, Dandeli,Karwar,Belagavi, Gokak,Nippani, Ilkal, Jamkhandi	Ranebenur, Bagalkot, Rabakavi-Banahatti Vijayapur	-	-
FY -2022 (2021-2022) upto August 2021	Hubli,Dharwad(U) ,Gadag,Haveri Ranebennur,Sirsi,Dandeli Karwar,Belagavi,Gokak Nippani	Bagalkote Ilkal Jamakhandi Rabakavi+ Banahatti Vijaypur	-	-
April-2021	Hubli,Dharwad(U) ,Gadag,Haveri ,Sirsi,Dandeli Karwar,Belagavi,Gokak Nippani, Ilkal,Vijaypur.	Ranebennur, Bagalkote, Jamakhandi Rabakavi+ Banahatti	-	-
May-2021	Hubli, Haveri,Ranebennur ,Sirsi,Dandeli,Karwar, Belagavi,Gokak,Nippani	Dharwad(U),Gadag, Bagalkote Ilkal,Jamakhandi Rabakavi+ Banahatti Vijaypur	-	-
June-2021	Hubli,Gadag, Dandeli,Karwar,Belagavi Gokak,Nippani, Ilkal	Dharwad(U), Haveri, Ranebennur,Sirsi, Bagalkote,Jamakhandi Rabakavi+ Banahatti, Vijaypur	-	-
July-2021	Dharwad(U), Haveri, Ranebennur Sirsi,Dandeli,Karwar, Gokak,Nippani,Bagalkote Ilkal,Jamakhandi Rabakavi+ Banahatti	Hubli, Gadag, Belagavi, Vijaypur	-	-
Aug-2021	Hubli,Dharwad(U) ,Ranebennur,Sirsi Dandeli,Karwar,Belagavi Gokak,Nippani, Rabakavi+ Banahatti	,Gadag,Haveri, ,Bagalkote,Ilkal, Jamakhandi Vijaypur	-	-

As per above data for FY-21 (IV Qtr) out of 16 towns the loss level in 12 towns are less than 10%, 4 towns loss is between 10-15% and in FY-22(Up to Aug-2021) out of 16 towns the loss level in 11 towns is less than 10% & 5 towns loss is between 10-15%.

As per the above Table Town Energy Audit of 16 Towns up to August-2021 is furnished, further month wise energy audit reports of Cities/towns will be submitted to Hon'ble Commission regularly.

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


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DTC Energy Audit:

Month wise	Existing DTCs	Metered DTC	No. of DTCs for which DTC wise Energy audit done	<5%	5% to 10%	10% to 15%	15% to 20%	>20
Apr-21	235462	64864	22791	6338	7911	4910	1488	2144
May-21	236477	64867	22057	6609	7304	4442	1425	2277
June-21	237063	64885	22435	6572	7157	4922	1360	2424
July-21	237514	64902	21238	6748	7637	3986	867	2000
Aug-21	241564	65381	24124	6861	9104	5264	754	2141

NOTE:

- 1) The details furnished above are up to Aug-2021 input Sept-2021 DCB.
- 2) Out of 2,41,564 existing DTC's 1,61,312 no's of DTC's are fed from EIP / Single installation DTCs which need not to be metered.

Feeder wise Energy Audit

There are 3614 Nos. of 11kv feeders in the HESCOM Jurisdiction. All the feeders are monitored continuously by way of feeder-wise energy audit. Monthly audit of all the feeders are carried out to monitor the distribution loss of each feeder.

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

The 11 KV feeder details (as on 31.08.2021) and the Audited feeder details Aug-2021 input September-2021 DCB are given below.

11 KV FEEDERS DETAILS (as on 31.08.2021)

Urban	No. of 11kV Feeders					Total
	Rural (non-segregated combined)	NJY / DDUGJY (segregated feeder)	EIP (segregated agri feeder)	Water Supply	Industrial	
389	137	708	2121	120	139	3614

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Audited feeder details Aug-2021 input September-2021 DCB

11 KV Feeders Audit								
Name of the company	No of Audited feeders	Balance to be audited feeders	Distribution loss					Total
			<5%	5-10%	10-15%	15-20%	>20	
HESCOM	3538	81	148	426	2958	5	1	3538



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 phases. The HESCOM is directed 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, 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.

In view of the above fact that HESCOM has segregated substantial number of feeders under different phases of NJY and other schemes /routine works, 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.

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

Compliance by the HESCOM:

Nirantara Jyothi Yojane is a prestigious project of Govt. of Karnataka and is being implemented in HESCOM with intension to bifurcate feeders into Agricultural loads and non-Agricultural loads to provide 24 Hrs 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 GOK session at Belgaum, on 21-01-2009 a meeting was held under the Chairmanship of Hon'ble Power Minister, GOK and was decided to implement Niranthara Jyothi Yojane in line with the Jyothi Gram Yojane implemented in the state of Gujarat. As per the Govt. Order No.EN166; EMC 2010; BENGALURU Dt. 20-10-2010, it was directed to implement NJY in two

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phases in BESCOM, 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.

As per the note issued by BESCOM, BESCOM/BC-46/F-3551/2008-09/48, Dt;10-06-2009, it was decided to execute the works on partial turnkey basis and BESCOM was made nodal agency and authorized to invite tenders for all the major materials such as poles, conductor and insulators on behalf of other ESCOMs. Further it was also decided to procure distribution transformers and 11KV switchgears required for the project from M/s KAVIKA and M/s MEI respectively.

In HESCOM totally there were 48 Talukas, out of which 11 Taluks in Uttara- Kannada Districts which are already being fed with 24 Hrs power supply and hence they are excluded from NJY Scheme. 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; covering 20 Talukas and No. of feeders proposed were 242 Nos.

Phase-II; covering 14 Talukas and No. of feeders proposed were 202 Nos.

Tender for execution of NJY works under phase-I were invited Item wise and tenders for phase-II were invited on lump sum basis. Major materials such as Poles, Conductor, Transformers, Switch gears and Insulators have been procured and supplied by HESCOM for NJY works under phase-I, whereas for phase-II only Transformers, Conductor and Switch gears are supplied by HESCOM. The estimated cost was arrived considering the rates as per SR-2009-10 and compared the quoted rates with updated estimates as per SR-2010-11. DWA's for phase-I were issued with completion period of 9 Months and for phase-II 6 Months from the date of DWA. Due to field problems such as ROW issues, Approval for railway crossing, Forest clearances, opposition from farmers for erection of poles in their field and labor problems etc., there was delay in completion of the works within the stipulated time.

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.

Further the works have been completed by the end of July-2017 and progress achieved is as hereunder,


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Pilot: Total No. of feeders- 22 Nos.

No. of feeders completed -22 Nos.

No. of feeders commissioned -22 Nos.

Phase-I: Total No of feeders - 242 Nos.

No. of feeders completed -242 Nos.

No. of feeders commissioned -242 Nos.

Phase-II: Total No of feeders -202 Nos.

No. of feeders completed-202 Nos.

No. of feeders commissioned-202 Nos.



Hence 100% of the work has been completed on 24.07.2017.

Even though there is substantial delay in completion of NJY, the reasons for having not floated the fresh tender due to non-completion of works OR reasons for having not taken alternate action are as hereunder,

- i. With the intension of executing the works in the most economical way as the prices at which the works are awarded are compared with the estimate prepared as per SR-2009-10.
- ii. The rates awarded in HESCOM are reasonable when compared with the cost of execution in other ESCOMs.
- iii. Initiation of fresh tender would have resulted in consuming long time and would have resulted in further increased rate and further delay in execution of works.
- iv. Taking of joint inventory of materials utilized in the field and finalization of quantum of works for which tender floated would have consumed some more time.
- v. The number of agencies carrying such works are limited and in the event of retender the same situation would have continued with increased cost of execution as the work is mostly skilled labor oriented.
- vi. NJY was a prestigious project of GOK and to complete the works within the reasonable time instead of fresh tendering action was taken to get done the works from the already awarded agencies.

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. 91.10 Cr expenditure has been booked for NJY works under Phase-III The details of works proposed are as hereunder,

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No. of feeders proposed: 92

No. of villages to be covered: 575

Further common PQRs were stipulated for the subject tenders and approved by GOK. Accordingly, District-wise tenders have been floated for Belagavi, Dharwad, Haveri and Gadag. The Detailed Work Awards have been issued for all packages.

Further the progress achieved by the end of July-2019 is as hereunder.

Total No of feeders Proposed - 92 Nos.

No. of feeders commissioned -92 Nos.

No. of Villages electrified so far-575

Hence 100% of the works have been completed on 31.07.2019.

As per the KERC Directions, all the field officers are strictly instructed to monitor any illegal tapping of NJY feeders and regular vigilance activities are being carried out, to curb illegal tapping of NJY feeders by the farmers for running their IP-sets if any.

IP Set Consumption:

As per directions of Hon'ble Commission 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 details of month wise, feeder wise consumption of IP sets for FY 21 from April-2020 to March-2021 has been sent through G-Mail dt: 13.10.2021 as the data is very huge hard copy of abstract of month wise details has been submitted vide ltr No: HESCOM/GMT/EE-EMS/AEEEE/21-22 /11721 Dtd: 19.11.2021 for your kind needful. Further it is requested to note that HESCOM has strictly followed to provide 7 Hrs of Power supply to IP feeders. Under such circumstance, because of availability of quality supply of power on these feeders and due to increase in No of IP sets consistently, usage of IP sets has increased drastically year on year.

In addition to this HESCOM ensures to the Hon'ble Commission that, month wise Sub division wise feeder wise consumption of all the agricultural feeders segregated under NJY scheme based on the readings from the meters provided to 11 KV agricultural feeders shall be submitted monthly hence forth to kind self.

Action plan for reduction of high T&D and AT&C loss in towns is presented as below.

1. There are 3614 Nos. of 11kv feeders (as on Aug-2021) 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.

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2. 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.
3. Since most of the errors in Energy audit are due to the inaccurate tagging, tagging drive has been initiated in HESCOM. Every Section officer has been instructed to verify & complete tagging of one urban & one rural feeder per month. (Consumer to DTC & DTC to respective feeder). The same has to be validated by the concerned Sub Divisional AEE.
4. Priority has been given to complete the tagging of Industrial feeders, then Urban feeders, NJY feeders, Rural feeders & EIP feeders .
5. Load balancing on the DTRs.
6. Bifurcation of lengthy feeders.
7. Replacement of age old conductors.
8. There are 389 No's of Urban feeders (as on Aug-2021) in the HESCOM Jurisdiction. All the feeders are continuously monitored by way of conducting feeder-wise energy audit and corrective action is being taken.
9. In Capital Budget of HESCOM for the year 2021-22 , following provisions are made for reduction of Losses.
10. Providing meters to un-metered BJ/KJ installations for 21736 nos with Budget of Rs 1.54 Crs.
11. Replacement of faulty / MNR energy meters by static meters for 73925 nos of MNR meters with Budget of Rs 9.91Crs.
12. Replacement of electromechanical energy meters by static meters for 196029 nos of meters with Budget of Rs 39.63 Crs.
13. DTC's metering (Other than APDRP): 2479 nos with Budget of Rs 4.22Crs.
14. 11 KV Re-conductoring for length of 2419.39 kms with Budget of 41.97 Crs.
15. LT Re-conductoring for length of 3216.79 kms with Budget of 37.84 Crs.



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.

The Commission notes that the HESCOM has so far not taken up any concrete action to implement the Agriculture DSM measures, in its jurisdiction and is making the same submission repeatedly year on year .The progress status reported this year is same as that of the previous

years ,that too without any appreciable change in the field .The HESCOM needs to expedite implementation of DSM measures in its jurisdiction ,without any further delay. There is a huge potential for energy saving in the agriculture sector which needs to be tapped as early as possible to derive the benefits of the same on completion of the project. Therefore, the HESCOM should lay strong emphasis for implementation of DSM measures with a view to conserve energy and also precious water for the greatest benefit of farmers.

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 under DSM Regulations 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).

Further a Letter was addressed to the Hon'ble Chief Secretary to GOK Energy Dept., Vikasa Soudha Bengaluru Vide Ltr No HESCOM/MD/PS/22492 Dtd : 09.12.2015 stating that the said project cost is approximately around Rs 3500 Crs. Hence the implementation of such big project by HESCOM Alone financially could be difficult. Copy of the said letter is enclosed as **Annexure-3**. HESCOM is taking the DSM initiatives in Agriculture Sector within its jurisdiction with the following projects in coordination with KREDL & MNRE under Government of India launched Scheme of Pradhan Mantri – Kisan Urja Suraksha Evam Utthan Mahabhiyan (PM-KUSUM)

- I. **Component- B** : Installation of standalone Solar Powered Agriculture pumps of individual capacity up to 7.5 HP with bench mark cost of 3.5 Lakhs per 7.5HP IP Set.

Karnataka Allocation-10,000

KREDL is the implementing agency for PM KUSUM Component-B.

GOK directed to implement off grid solar water pump sets up to 7.5 HP capacity under PM-KUSUM, Component-B scheme, with sharing pattern as MNRE: 30%, GOK:50% and SC/ST beneficiary contribution: 20% (GOK share to be met from SCSP/TSP funds).

- 111 Nos of HESCOM applications have been received, out of which 45 Nos of solar IP sets are commissioned.

- II. **Component-C:** Solarization of grid- connected Agriculture pumps

1. Individual pump capacity upto 7.5HP or
2. Feeder level Solarisation



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Feeder Level Solarisation:

- Cost of installation of solar power plant bench mark price-3.5 crores/MW.
- 30% CFA from MNRE i.e1.05 Cr/MW.
- KREDL is the Implementing Agency, as per GOK order - EN71VSC2021, Dt: 4.3.2021
- HESCOM Allocation-65000.

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

Commission's Views:

The Commission notes and appreciates the work of completion of electrification of un-electrified households under various schemes in HESCOM.

The HESCOM needs to furnish the release of grants and other financial benefits for completion of the scheme within the extended time given by the implementing agency, as claimed by HESCOM. It shall undertake survey of any un-electrified households in its area and electrify such households with the permission of the respective implementing agency /the Gok.

The HESCOM is therefore, directed to expedite the task of providing electricity to all the un-electrified households and report compliance to the Commission giving the details of the progress.

Compliance by the HESCOM:

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

SL No	PARTICULARS	Nos	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	88446	Completed in Dec-2020
6	Un-electrified Households proposed under SAUBHAGYA	80011	Completed in March-2020
7	Total Proposed under RGGVY/DDUGJY/SAUBHAGYA	186678	Total Electrification achieved under scheme is 184867

As noted in above table, as per the details uploaded in GARV portal, there are 186678 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.


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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.

Sl. No	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				
1	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 30 un-electrified villages were existing and all 25 villages were in Uttar Kannada & 05 are in Belagavi districts are electrified on 31.12.2017 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	No of BPL Hhs Electrified
1	Bagalkot	8511	8287
2	Belagavi	35450	35450
3	Dharwad	3324	4154
4	Gadag	11477	11780
5	Bijapur	12759	12739
6	Haveri	7662	7796
7	Uttar Kannada	12225	8240
Total		91408	88446



- **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 **Further, Electrification of 88446 Nos of eligible under DDUGJY is completed in all respects on Dec-2020.**

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4. SAUBHAGYA :

- **The progress under SAUBHAGYA is shown below;**

SAUBHAGYA Progress						
Sl. No.	Name of District	RURAL	URBAN	Total	Eligible HHs Qty	Achieved Qty
		Villages Covered	Households Covered			
		Nos	Nos			
1	Belgaum	31115	1074	32189	28211	28211
2	Bagalkot	12263	1707	13970	11404	11404
3	Bijapur	5619	461	6080	4682	4682
4	Gadag	7182	269	7451	7871	7871
5	Dharwad	7942	84	8026	7389	7389
6	Uttara Kannada	9830	332	10162	7516	7516
7	Haveri	12862	1024	13886	12938	12938
Total		86813	4951	91764	80011	80011

- Rs.40.55 Crores is sanctioned as project cost for electrification of Households under Saubhagya and Rs. 53.14 Crores is sanctioned for creating additional infrastructure under DDUGJY for electrification of Saubhagya households.
- **Electrification of 80011 Nos of eligible Households is achieved and the work is completed in all respects on March-2020.**



13) Directive on Implementation of Financial Management Framework:

Commission's Views:

The Commission notes with displeasure that the HESCOM has not implemented the financial framework model with the letter and spirit and is submitting the same status as submitted in its previous tariff filing.

The Commission also notes that HESCOM has submitted the data in respect of only two Divisions without setting the targets on various parameters set out in the previous Tariff Order (in the Commissions views part) and without making necessary analysis, HESCOM will not achieve the desired objective in the conduct of business on commercial principles. It is also observed that the strategies under the financial framework have not been extended to the entire Company, monitored at the Sub-Division level, after the implementation of the framework in the two sub-division initially.

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

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will implement the directive shortly but has done nothing in reality.

The Commission has been receiving concerns from the consumers and stake holders about the accumulation of revenue arrears and failure to recover the long-standing arrears is causing adverse financial impact on the HESCOM's cash flows. The Commission directs HESCOM to chalk out a stringent action plan to recover the long-standing accumulated arrears from all the categories at 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 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.

Therefore, the Commission hereby reiterates its directive that the HESCOM shall implement the Financial Management Framework Model in its jurisdiction effectively to bring in accountability in the performance of the Division/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-division and divisions which are showing high distribution losses and not collecting the required rate ARR, fix personal responsibility on the concerned and take remedial measures to ensure full recovery of revenue vis-à-vis the energy drawn by such sub-division and divisions.


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Compliance by the HESCOM:

1) Revenue to be billed and achievement each tariff category of consumers.

The billing efficiency from April- 2021 to September 2021 is as under:

Month/year	Live Installations	No of Installations billed	Billing Efficiency%
Apr-21	5025697	4953067	99
May-21	5025223	4944443	98
Jun-21	5037197	4952328	98
Jul-21	5036224	4962240	99
Aug-21	5035171	4969028	99
Sep-21	5038427	4970208	99

- a) Further, the company's billing is considered to be reasonably efficient, Revenue from sale of power is the main source of income and is accounted for on an accrual basis. However, to a small extent billing efficiency is lagging due to COVID-19 pandemic disease. Efforts will be taken to achieve 100% billing efficiency,
- b) Periodic inspection of installations where sub normal consumption recorded & to fix good meters to such installations as a corrective measure. Necessary directions will be issued to the MT section, Vigilance wing to inspect periodically to assess/confirm the correctness of meter/installation so that to achieve input energy is billed.
- c) The tamper proof meter boxes have been installed for consumers and Accuracy of the billing is ensured through periodic test check by field staff.

2) Revenue to be collected and achieved under all tariff categories.

The Overall demand, collection efficiency including adjustment from April 2021 to September 2021 is as under: (in Crs Rs.)

Month/year	Demand	collection	Efficiency%
Apr-21	967.25	892.18	92
May-21	911.12	841.02	92
Jun-21	766.33	776.69	101
Jul-21	636.46	667.21	105
Aug-21	607.27	612.89	101
Sep-21	700.03	686.06	98



The Average collection efficiency from April 2021 to September 2021 is 98.27. Due to COVID-19 Pandemic in the current year the collection efficiency has decreased.

Necessary steps will be taken to recover the arrears of all tariffs including the RLB ULB and Government installations to minimize the revenue arrears to strengthen the company's financial position.

Further, measures will be taken to revise the target of collection as per the tariff order in

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force and directions in this regard will be issued to the concerned to achieve the revised target collection.

The average revenue realization in Re per unit is as under:

Month/year	average revenue realization in Re per unit
Apr-21	7.33
May-21	7.51
Jun-21	7.41
Jul-21	7.19
Aug-21	7.26
Sep-21	7.14

3) Revenue arrears to be collected:

The arrears involved in long disconnected installations from April 2021 to September 2021 and total arrears as on 30.09.2021 is as under: (in Crs Rs.)

Month/year	Arrears Long dis installations	Total arrears as on 30.09.2021.
Apr-21	33.88	2289.58
May-21	33.65	2359.68
Jun-21	33.58	2349.31
Jul-21	33.87	2318.56
Aug-21	34.48	2312.94
Sep-21	34.43	2326.90



The collection and demand in respect of RLB & ULB is as under: since April 2021 to September 2021.

Month/year	RLB Demand	RLB Recovery	ULB Demand	ULB Recovery
Apr-21	20.10	9.11	25.70	12.01
May-21	22.29	6.02	26.80	70.28
Jun-21	21.67	11.51	26.69	20.27
Jul-21	21.35	16.58	24.78	31.63
Aug-21	24.15	10.32	27.48	37.53
Sep-21	21.35	9.00	26.05	10.46
Total	130.91	62.54	157.51	182.18

Necessary directions will be issued to the concerned to recover the Revenue arrears including the arrears of long disconnected installations duly following the Recovery of Dues Act 1976.

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14) Directive on Prevention of Electrical Accidents:

Commission's Views:

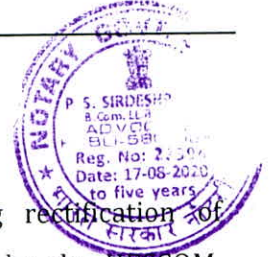
The Commission notes that various remedial measures including rectification of hazardous installations in its distribution network have been taken by the HESCOM. However, despite these measures, the rate of total electrical accidents involving human, animal and livestock is on an increase, which is a 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.

It is observed that a huge number i.e.5,426 Nos of hazardous locations as on October 2020, are yet to be rectified by HESCOM. It has done very little to rectify the hazardous locations. This shows that HESCOM is not serious about clearing all the hazardous locations. As a result, despite HESCOMs claim of taking adequate measures, the rate of total electrical accidents involving human, animal and livestock is increasing, which is a matter of serious concern to the Commission. Therefore, the HESCOM should continue to focus on identification and rectification of all the hazardous installations/ locations including streetlight installations / other electrical works, under the control of local bodies, chalk out a stringent action plan to rectify the same 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 locations / 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. 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 further notes that the hazardous locations pending for rectification in the area of HESCOM is as huge as 5426 as at the end of October 2020. As could be seen, HESCOM has not given prominence either to completely rectify them or identify new hazardous locations during the year. HESCOM shall chart out a strategic action plan to rectify even the pending hazardous locations by setting monthly targets and submit the action plan to the Commission within 3 months of the date of this Order along with nullifying the hazardous locations in its area.

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:

On review of compliance submitted by HESCOM the Hon'ble commission directed HESCOM to various remedial measures including ratification of Hazardous installations in distribution network, it is also directed by the Hon'ble Commission to ratify the Hazardous locations in time bond manner and HESCOM should take continues awareness campaign through social / print / visual media on safety accepts.

As per kind directions of Hon'ble commission HESCOM is making continuous effort to bring down the Hazardous locations existing in distribution network. The number of Hazardous locations as at the end of FY-21 (upto Mar-2021) are 5486 Nos. and at the end of Sep-2021 No. of Hazardous locations exist are reduce to 3890 Nos. i.e within a 6 months of time 1596 Nos. of Hazardous locations were ratified. Details of Hazardous locations exist as at the end of Sep-2021 are as shown below :


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Application for Approval of Annual Performance Review for FY-21 and Approval for ARR & ERC under MYT Period FY-23 to 25 and ERC and Tariff Filing for FY-23.

Sl No	Name of the Circle	Hazardous locations existing at the beginning of the year (FY-21)	Hazardous locations identified from April-21 to Jun-21 (1st Qtr)	Hazardous locations identified from Jul-21 to Sep-21 (2nd Qtr)	Cumulative total Hazardous locations	Hazardous locations rectified from April-21 to Jun-21 (1st Qtr)	Hazardous locations rectified from Jul-21 to Sep-21 (2nd Qtr)	Balance Hazardous locations to be rectified	Expenditure incurred towards PMRA works FY-2021 (Rs. in crores)	Expenditure incurred towards PMRA works in crores for prevention of Accidents (1st Qtr) FY-22	Expenditure incurred towards PMRA works in crores for prevention of Accidents 2nd Qtr) FY-22	Capital Budget proposed (Rs. In Crores) FY-22
1	2	3	4	5	6 = (3+4+5)	7	8	9=6-(7+8)	10	11	12	13
1	Hubballi	702	630	677	2009	651	771	587	0.00	0.03	0.32	8.77
2	Haveri	62	227	73	362	211	88	63	2.60	0.74	1.35	3.25
3	Sirsi	461	243	337	1041	293	413	335	11.59	0.93	1.71	14.09
4	Belagavi	684	430	259	1373	689	323	361	2.00	0.68	0.36	5.52
5	Chikkodi	527	424	436	1387	429	466	492	1.06	21.75	0.07	6.65
6	Vijayapur	567	128	185	880	175	254	451	0.71	0.24	0.09	7.09
7	Bagalkot	2483	468	38	2989	824	564	1601	0.72	0.05	0.36	1.86
HESCOM TOTAL		5486	2550	2005	10041	3272	2879	3890	18.68	24.43	4.27	47.23

Note : Capital Budget of Rs 47.23 crores has been proposed for preventive measures to reduce accidents works. Action will be taken to minimize Nos. of Hazardous locations within 6 months and emphasis has been made to reduce hazardous locations in Schools, Colleges and Hostel premises.



Up and till Sep-2021 in HESCOM various works in respect of Preventive Measures to reduce accidents has been taken up in all the divisions some works are listed below.

Sl. No	Particulars	FY-21	FY-22		Cumulative total
		Total (Apr-20 to Mar-2021)	1st Qtr	2nd Qtr	
1	Providing intermediate poles in lengthy span	18329	2932	1720	22981
2	Replacement of Broken /Detoriated poles	16936	3023	2252	22211
3	Shifting of DTC Lines to safer place	2017	336	134	2487
4	Replacement of detoriated conductor (Kms)	1141	61	57	1259
5	Shifting of HT/LT Lines (Kms)	731	65	74	870
6	DTC Earthing	1431	519	311	2261
7	LT reconductoring works (Kms)	3206	1133	1060	5399
8	HT reconductoring works	1509	249	268	2026

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Details of Accidents :

Details of accidents for FY-21 and FY-22 (upto Sept-2021) and details of expenditures booked towards PMRA works

Sl. No	Year	District	Fatal		Non-Fatal		Animals	Property and crops (Fire accidents)	Total	Expenditure accrued for PMRA works (Rs in crores)
			Dept	Non-Dept	Dept	Non-Dept				
1	FY-20-21	Dharwad	0	10	8	4	19	14	55	1.64
		Gadag	0	8	8	1	17	17	51	1.39
		Uttar Kannada	0	3	7	1	15	11	37	21.44
		Haveri	0	15	8	1	18	50	92	3.86
		Belagavi	2	58	5	12	26	90	193	4.53
		Vijayapur	0	18	0	2	10	24	54	2.17
		Bagalkot	0	10	2	9	21	57	99	1.1
TOTAL			2	122	38	30	126	263	581	36.13
2	2020-21 (upto Sept-2021)	Dharwad	0	4	3	1	7	8	19	0.11
		Gadag	0	2	2	1	7	2	12	0.1
		Uttar Kannada	0	5	2	0	12	2	21	0.42
		Haveri	0	6	2	2	10	5	16	0.25
		Belagavi	0	20	3	4	13	37	73	0.4
		Vijayapur	1	3	0	0	1	1	4	0.08
		Bagalkot	0	11	0	4	14	6	21	0.18
TOTAL			1	51	12	12	64	61	166	1.54

Every month Review meetings were conducted through Video Conference (VC) to review Identification and rectification of Hazardous locations. Total 3890 Nos. of Hazardous locations as existing at the end of Sep-2021 will be reduced to Nil at the end of current Financial year. A Division wise detailed action plan in respect of ratification of Hazardous location in Schools / Colleges and Hostel buildings is formulated and these numbers will be reduced to Nil within next quarter of this financial year. Capital Budget of Rs 47.23 crores has been proposed for preventive measures to reduce accidents works. Action will be taken to minimize Nos. of Hazardous locations within next 6 months and emphasis has been made to reduce hazardous locations in Schools, Colleges and Hostel premises.

Apart from ratification of Hazardous locations, Action is being taken to educate the large public regarding safe use of equipment's, Consumer awareness programmes are arranged regularly on safety aspects at all the district Headquarters. Working staffs are strictly instructed to adhere to safety norms, to use safety gears and to follow the safety procedure while working. Training programs for maintenance staff are being conducted regularly by HRD wing.

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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. Circulars are attached as **Annexure-4**.

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 so far.

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

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

Procurement of safety materials such as safety belts (and safety goggles, safety shoes and Rubber hand gloves is made as per the requirement and need.

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




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