

CHAPTER-1

PROFILE OF HESCOM:

Consumer Profile (FY -23): (As on 30.09.2022)

Tariff	LT1	LT2	LT3	LT4	LT5	LT6	LT7	HT	Total
No of Consumers	758164	3130940	446118	1008395	134667	82922	201673	4295	5767174
Percentage	13.15%	54.29%	7.74%	17.49%	2.34%	1.44%	3.50%	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	1	1	1	4	11	2	38	1
2	Gadag	0	0	0	2	7	5	18	1
3	Haveri	0	0	1	2	9	8	33	1
4	Uttar Kannada	0	0	1	4	11	2	37	1
5	Belagavi	0	1	2	8	22	14	76	2
6	Vijayapur	0	0	1	3	13	3	51	1
7	Bagalkote	0	0	1	3	12	10	38	1
TOTAL		1	2	7	26	85	44	291	8

Vacancy Position as on 30.09.2022.

Group	Sanctioned	Working	Vacant
A	402	309	93
B	618	342	276
C	5843	4218	1625
D	10057	4833	5224
Total	16920	9702	7218



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

CHAPTER-2

COMPLIANCE TO COMMISSION's DIRECTIVES:

1) **Issue of No Objections Certificates (NOC) for Wheeling and Banking facility to Open Access Consumers/ Captive generators.**

Commissions Views:

The KPTCL SLDC and ESCOMs are therefore directed to strictly adhere to the timelines fixed by the Commission as per the OA Regulations. For this purpose they shall define the responsibility centres and fix definite timelines at each of the processing stage and ensure that the W & B applications are disposed of within the prescribed timeframe. They shall fix up personal responsibility on the concerned officials for avoidable delay in giving the NOC. Compliance of this Directive may be reported within two months from the date of issue of this Tariff Order.

Compliance:

With reference to the above, it is to submit that Hon'ble KERC in the Tariff Order 2022 has directed KPTCL, SLDC & ESCOMs to strictly adhere to the timelines fixed by the commission as per the OA regulations. For this purpose, they shall define the responsibility centers and fix definite timeline at each of the processing stage and ensure that the W&B application are disposed off within the prescribed time frame. They shall fix up personal responsibility on the concerned officials for avoidable delay in giving the NOC.

The Term and condition of Open Access Regulation- 2015 (Third Amendment) Para 6 reads as follows:

Based on the system studies or otherwise, the licensee(s) concerned, after ascertaining the availability of network capacity and the subsistence of any PPA for the capacity applied for open access, shall communicated by email or fax, in addition to any other usually recognized mode of communication, his concurrence or otherwise for the open access to the Nodal agency with in following time schedule:

(i) Short Term Open Access (STOA)- within five working days from the date of receipt of application from Nodal Agency.

(ii) Long Tem Open Access-within in fifteen working days from the date of receipt of application from Nodal Agency.

Accordingly, HESCOM is issuing concurrence/ No Objection Certificate for Wheeling & Banking facility to Open Access Consumers/ Captive Generators as per time line stipulated in The Term and condition of Open Access Regulation- 2015 (Third Amendment), duly



verifying all the technical para such as installation of energy meter with ABT features, details of Arrears, Share Holding pattern etc for Captive/ Group Captive category etc.

2) Directive on conducting Consumer Interaction Meetings (CIMs) in the O & M Sub Divisions for redressal of Consumer Complaints.

Commission's Views:

Though, HESCOM has submitted the details of Consumer Interaction Meetings conducted in its jurisdiction for the 1st and 2nd quarter of FY-22 it has not submitted the data in the prescribed format for the FY-21. The Commission desires that, HESCOM shall furnish the details in its tariff filing for information of stakeholders.

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 Sub- Divisions. 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 furnished that the CIMs conducted during FY-21 are less due to the Covid-19 Pandemic and assured the Commission that he CIMs will be conducted in future. In its replies to preliminary observations, through HESCOM has informed that the details of CIMs conducted and chaired by the jurisdictional SEE or EEE is furnished as Annexure -E, it is observed that HESCOM has not furnished the details of the CIMs conducted and chaired by SEE or EEE in respect of all the O & M circles of its jurisdiction during all the quarters of FY-21 and FY-22.

Taking an overall view, the Commission notes that HESCOM has not submitted the data of CIMs conducted in its jurisdiction in an appropriate manner, as per the format prescribed by the Commission in the previous Tariff Orders, HESCOM is directed to submit consolidated details of CIMs conducted in its jurisdiction during FY-21 and FY-22 in proper format within 2 months from the date of this order without fail.

Though, HESCOM is claiming that the reports are being sent to the Commission, the reports have not been received in the Commission's office at 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 in future, without fail.



Further, the Commission desires that, such meetings are strictly chaired by either the jurisdictional Superintending Engineer or the jurisdictional Executive Engineer and no other officer of the lower rank. The Commission also cautions that, if the Consumer interaction Meetings are conducted in the sub-divisions without the participation of the Superintending Engineer or the Executive Engineer, it will be considered as non-compliance of the Commission's Directives and the Commission would consider imposing a penalty of up to Rs. One lakh per O & M sub division per quarter for each instance of non-compliance and also direct that such penalty shall be recovered from the concerned Superintending Engineer / Executive Engineer, as the case may be, who fails to conduct such meetings.

During the pandemic, it is difficult to conduct the CIMs effectively in the physical presence of the general public. In view of this, in order to keep the continuity at the conduct of CIMs, HESCOM is directed to explore the possibility of conducting the CIMs online during such situations.

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 in order to ensure that greater number of consumers take part in such meetings. Proceedings of conduct of such meetings shall be uploaded in the website of the HESCOM for reference of the needy consumers and a report in the prescribed format shall be sent to the Commission after the end of each quarter.

In addition to the quarterly meetings to be chaired by the jurisdictional Superintending Engineer (El) or the jurisdictional Executive Engineer (El), the CIM being conducted by the Assistant Executive Engineer (El) of 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 :

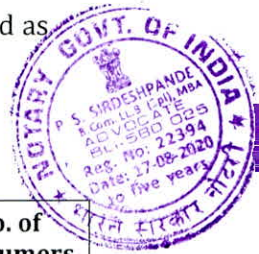
Consumer interaction meetings in HESCOM were conducted at the sub-divisional level on every 3rd Saturday at every sub-division office compulsorily along with Adalats. As per the directions of the Hon'ble Commission, strict instructions has been issued to all SEE'/EE's of the O & M Circles and Divisions 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 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-21 as per KERC format was furnished in the preliminary Observations. The abstract of the meetings conducted during FY-22 and FY-23 up to September-2022 is as given below. The detail sheet of the same for FY-22 and FY-23 up to September-2022 as per the KERC format is enclosed as Annexure -A.



FY-22 : April 2021 to March 2022 :

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	162	209	207	2	234
2	Haveri	9	84	134	134	0	166
3	Sirsi	11	93	193	177	16	367
4	Belagavi	12	54	360	356	4	466
5	Chikkodi	9	77	84	84	0	299
6	Bagalkot	12	111	235	232	3	521
7	Vijayapur	13	117	364	292	72	438
	Total	84	698	1579	1482	97	2491

FY-23 (April 2022 to September 2022) :

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	102	56	56	0	71
2	Haveri	9	1	5	5	0	11
3	Sirsi	11	66	100	84	16	207
4	Belagavi	13	72	265	263	2	496
5	Chikkodi	9	52	62	62	0	168
6	Bagalkot	12	72	194	189	5	453
7	Vijayapur	13	78	290	290	0	351
	Total	85	443	972	949	23	1757

- 3) **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 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 exchange under open access. Since this is a routine billing issue to be attended by HESCOM, the Commission decides not to pursue to further and drop this directive.

Compliance :

HESCOM has continued the billing on monthly basis considering the 15 minute's time block period in respect of all EHT / HT consumers importing power through power exchange under open access

- 4) **Directive on Energy Conservation :**

Commission's Views :

Hence, the Commission would not pursue this Directive hereafter and hereby drops the directive.

- 5) **Directive on Implementation of Standards of Performance (SoP)**

Commission's Views:

In view of the surplus power availability in Karnataka State, it has become all the more essential duty of HESCOM to supply quality and uninterrupted power to consumers. Hence, the Standards of performance (SoP) for Distribution Licensees specified by the Commission need to be implemented in all its letter and spirit.

In order to make the consumers aware of the SOP prescribed by the Commission and make consumers get prompt services from HESCOM, it is its duty to display the Standards of Performance in all their officers, website etc.,

As per the submissions made by HESCOM in its Tariff Filing, it is observed that, HESCOM has been simply informing that the directions have been issued to the concerned officers to implement the directives, but has not furnished any information / details of



implementation. Also the Commission has noted that HESCOM has failed to conduct the awareness campaigns on SoP for consumers at Hobli level and has not come across any detailed information on the conduct of orientation program to its field staff in its tariff filing.

Hence, the Commission while taking note of the HESCOM's 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 service to the consumers, relating to restoration of supply 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.

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, in the KERC (CGRF and Ombudsman) Regulations, 2004.

The Commission reiterates and directs HESCOM to conduct awareness campaign at the Hobli levels for educating the public about the Standards at 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.

HESCOM has not furnished any information in respect bringing in a system of recognizing the best performing Sub Division / Section in terms of adherence to SoP in its tariff filing. HESCOM shall consider bringing in such system and publicize such recognition so as to incentivize better performance from the officers / personal 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.

HESCOM is hereby directed to conduct awareness programme to its officers and staff on these Rules and ensure that these Rules are implemented in its letter and spirit. The Commission would regularly monitor the implementation of these Rules by ESCOMs.



Compliance:

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.

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 by 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.

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.

6) Directive on use of Safety gear by linemen / power men.

Commissions Views :

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

The Commission hereby directs that 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 Standard suppliers of safety gear / equipment, so that the procurement is quicker and regular.



The Commission, further notes that the electrical accidents are occurring in the field due to negligence / non- adherence of safety procedures by the field staff while carrying out the work, on the distribution network. Therefore, it is very important that the HESCOM should focus on safety aspects in its operations with a view to reduce or minimize the electrical accidents.

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

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

Compliance:

The HESCOM Power men are provided with adequate safety equipment such as Helmets with Electronic Induction Tester, Hand Gloves, tool kits, rain coats, gum boots etc., as personal protective equipment for the purpose of safety of Power men and it is also ensured that all the Power men are using the safety equipment provided to them while working on the distribution network.

The HESCOM has procured & allotted following safety gears during 2021-22.

Sl No	Name of the Material	Quantity
2021-22		
1	Rainwear	4600 Pairs
2	LED Torch	1600 Nos.
3	Reflective Jackets	2100 Nos.
4	Safety Helmet	3700 Nos
5	Tool kit	4200 sets
6	Safety Belt	3700 Nos
7	Rubber Hand Gloves	400 Pairs



Proposed safety gears for the Year-2022-23.

Sl. No	Name of the material	Qty (Nos)
1	Rubber Hand Gloves	4200 Pairs
2	Safety Shoes with socks	4200 Pairs
	Total	8400 Pairs

Tender has been finalized for procurement of above safety gears and will be issued to the Power Men in 2022-23.

Further, the concerned officers are regularly cross checking the compliance by Power men and taking disciplinary action on the concerned if they are not using the safety gear provided to them.

The HESCOM is conducting regular training programme to all the Power men regarding safety aspects and prevention of electrical accidents, as part of pre-employment / pre-promotional training and also conducting training under National training program for C & D employees.

7) Directive on providing Timer Switches to Streetlights by HESCOM.

Commissions Views:

The Commission by reiterating its directive that, all the new street light installations and any extension/modification to be carried out to the existing street light installations shall be serviced by HESCOM only with timer switches and withdraws this directive.

Compliance:

All the new street light installations and any extension/modification to be carried out to the existing street light installations will be serviced only with timer switches.

8) Directive on load Shedding :

Commissions 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. The said application is effective, only if the entire consumer data is updated into the system. 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.

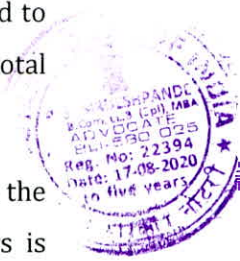
URJA Mitra mobile application which can be used as a link between HESCOM field staff and citizens for facilitation of dissemination of information of outage to all consumers through SMS. The application can also integrate with any other system. This would significantly address the "consumers" dissatisfaction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

In the current tariff filing it is informed that the data pertaining to 37.7336 lakh consumers are updated in the database. The progress of updating the consumer's database is found to be very poor. Even after a lapse of almost 5 years of use of the App, the data of total consumer strength is not updated in the system.

Further, the Commission considers that, one of the main reasons for power disruption is the failure of the distribution transformers. The failure rate of distribution transformers is increasing thus increasing the interruptions which are causing inconvenience to the consumers. 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 distribution transformer failure within 24 Hours in City and Town areas and within 72 Hours in Rural areas. However, during the public hearing the consumers are complaining 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.

The Commission notes that, even though the power availability has improved resulting in surplus power situation, the distribution network reliability has not similarly improved, causing frequent disruptions in power supply, which causes hardship to the consumers and also revenue loss to the HESCOM. The Commission directs HESCOM to take remedial measures to minimize power supply interruptions and ensure 24 x 7 power supply. HESCOM shall submit the action plan in this regard to the Commission within three months of this order.

HESCOM has not mentioned anything on the conduct of orientation program / workshops to the field staff to equip and motivate them to attend to the minor fault at site itself wherever possible and restore power supply as early as possible. Lack of regular maintenance and poor quality of repairs also has 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.

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

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

Compliance:

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:

- New 11 KV link lines from 110/ 33 KV sub Stations and link lines for bifurcation of load (Total 821 nos.) is being carried out with a sufficient capital budget provision for such works.
- New 110 KV (211 proposals)/ up-gradation of 33 to 110 KV (60 proposals) are taken up 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.
- 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, Feeder and Transformer Abhiyaana is being carried out in HESCOM on 33/11 KV HT lines and LT lines and Distribution Transformer Centers in HESCOM to take up maintenance work and minimize power supply interruptions.



Further, In this regard, an OM for nominating nodal officers for Energy Audit and Interruptions with respect to category of the Feeders in HESCOM is placed and is being followed.

- 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, specific feeders are identified for load shedding for the minimum required period with due intimation to the concerned sub- divisions and sub-stations. The estimate of loads of the HESCOM that may be shed during contingencies is shared with SLDC, KPTCL for emergency load shedding.
- d) M/s 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 42.91 lakhs of consumers in the database of Urjamitra out of 51.59 lakhs of consumers of its area. 2.63 crores of SMS's are triggered using the platform for 12414 numbers of scheduled outages and 2286 numbers of unscheduled outages as on date, which can be seen in www.urjamitra.com.
- e) Where load shedding has to be resorted due to unforeseen reduction in the availability of power, or for other reasons, action will be taken to inform consumers, the likely time of restoration of supply through SMS by the concerned AEE, O & M Sub-divisions through Urjamitra.
- f) In HESCOM, the Load shedding is carried out on rotation basis in different sub-stations / feeders to avoid frequent load shedding affecting the same sub-stations / feeders.
- g) HESCOM will review the availability of power with respect to the projected demand for every month in the last week of the previous month and forecast any unavoidable load shedding after consulting other ESCOM in the state about the possibility of inter ESCOM load adjustment during the month.

- h) HESCOMs is submitting to KERC its projections of availability and demand for power and any unavoidable load shedding for every succeeding month in the last week of the preceding month for approval regularly since May, 2016.
- i) For minimizing load shedding, PCKL on behalf of all ESCOMs is purchasing power in the power exchanges on real time /day a-head basis 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.

9) Directive on Establishing a 24 x 7 Fully Centralized Consumer Service Centre for Redressal of Consumer Complaints.

Commissions 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.

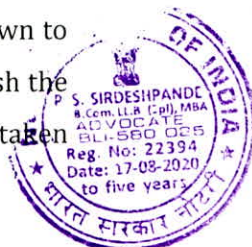
The HESCOM, it is current tariff filing has informed that it has conducted training sessions on behavioral attitude to the executives working in the Centralized Customer Care Centre. HESCOM needs to furnish the details on the conduct of such training sessions organized.

While appreciating the efforts put in by HESCOM, the Commission directs HESCOM to continue to instruct the agency employing and deploying executives working in the Centralized Customer Care Centre to impart suitable training on public relations and behavioral attitude, interpersonal relations etc.

HESCOM shall bring in a system of recognizing the best performing customer care executive every week / fortnight /month and publicize such recognition so as to incentivize better performance from them. The Commission directs HESCOM to deploy a senior level Officers to supervise and review all the activities of the CCC, and shall take disciplinary action against erring officials / executives.

The Commission notes that the average time taken to attend a complaint has come down to 18.09 Hours in FY-21 to 18.03 Hours in FY-22 as on 17.12.2021. 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 Service Centre in the local media, continue to host it on its website and also publish it through other modes, or 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:

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.

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.

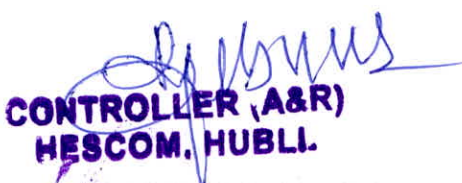
HESCOM has implemented caller tune regarding electricity helpline No. 1912 to all CUG mobile numbers of HESCOM officers. Whenever the consumer's coming under HESCOM jurisdiction calls CUG mobile numbers of HESCOM they hear an automated caller tune suggesting that consumers to dial electricity helpline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

Contact details of the Centralized Consumer Service Centre/field officers are published in the HESCOM website.

The detailed calculation/information sheet on reduction in the average time taken to attend to a Non-RAPDRP areas complaint for FY21 & FY22 is attached in the Google Drive:

[https://drive.google.com/drive/folders/1BxleAIVFKdw-L1ycU7i-bfMS1Sf7O5TU?usp=share link](https://drive.google.com/drive/folders/1BxleAIVFKdw-L1ycU7i-bfMS1Sf7O5TU?usp=share_link)




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The Total No. of complaints received for the FY 2022-23 i.e. from Apr-2022 to Sep-2022 are 524593 Nos. The complaints are attended under different categories as given below.

Name of the ESCOM	Total Complaints received at CCC	Total Complaints received other than CCC	Details of complaints received during Apr-2022 to Sep-2022					Time taken to attend complaints	
			fuse off call	LT Line	transformer	1kV feeder interruptions	Total	Min time	Max. time
1	2	3	4	5	6	7	8	9	10
HESCOM	523000	1593	504405	1338	18850	2317	524593	10 min	Complaints No. H202208030192, H202208220239, H202209220176, H202209270630 are pending.

Consumer awareness campaign:

In order to encourage use of 24x7 centralized consumer service center, HESCOM has 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.

Further, HESCOM has introduced a new dedicated Toll free Number 1800-425-4754 for registration of Transformer failure related complaints coming under HESCOM jurisdiction.



10) Directive on Energy Audit.

Commissions Views:

The Commission had directed HESCOM to submit the monthly energy audit reports of cities / towns with detailed analysis regularly, to the Commission. Commission notes with displeasure that HESCOM has not submitted the monthly energy audit reports with detailed analysis 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 64,381 number of DTCs in the area of HESCOM, the HESCOM is furnishing the analysis for only around 24,000 DTCs (53%), HESCOM has failed to furnish the energy audit reports for the remaining 47% of DTCs metered in its area, which are mostly provided with Automatic Metering infrastructure (AMI). HESCOM has failed to furnish the 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 any 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 observed that, HESCOM is mechanically repeating its claim of resolving the issues relating to communication and software from the last few years by way of 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.

From the data furnished by HESCOM, it is observed that the distribution losses in 5-6 major towns is between 10 to 15% during FY-21 and FY-22. In this regard, the HESCOM is directed to take up energy audit of all the 11 KV 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 audit conducted along 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 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 in resolving communication issues etc., and taking up energy audit of all the feeders and metered DTCs.

The HESCOM is directed to address all the outstanding issues 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 of 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.



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Though, the Commission has directed HESCOM to conduct workshops at the Division level, for educating the officers of all cadres on the importance of conducting the energy audit, feeder-wise, DTC-wise etc., and motivating them to take action to reduce the losses in their areas, address issues relating to consumer tagging, recognize the importance of energy metering and maintaining them in good condition, strictly servicing all the installations by providing appropriate energy meters, providing and maintaining energy meters to the DTCs, Metering of Street light installations, Replacement of electro-mechanical meters etc., HESCOM has failed to report compliance of the direction 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 the 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 KV feeders. DTCs and LT lines, justifiable and directs HESCOM to submit a consolidated energy audit report for the FY22 before 30th June, 2022, as per the formats prescribed by the Commission.

Compliance:

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-22 & FY-23 up to Sept-2022 in these 16 towns.

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 -22	16	12	4	-	-	-
FY -23 Consolidated Up to Sept-2022	16	14	2	-	-	-
Apr-2022	16	15	1	-	-	-
May-2022	16	12	4	-	-	-
June-2022	16	8	8	-	-	-
July-2022	16	7	9	-	-	-
Aug-2022	16	12	4	-	-	-
Sept-2022	16	13	3	-	-	-


Year	Name of the Town / Cities where loss range is			
	Below 10%	>10,to15	15-20%	Above-20%
FY -22	Hubballi, Dharwad Urban, Gadag City, Rannebenur,Sirsi, Dandeli, Karwar, Belagavi, Gokak, Nippani, Ilkal, Vijayapur	Haveri, Bagalkot, Rabakavi-Banahatti Jamakhandi	-	-
FY -23 (upto Sept 2022)	Hubli,Dharwd(U) ,Gadag, Sirsi, Dandeli, Karwar, Belagavi, Gokak Nippani, Bagalkote, Ilakal, Jamakhandi, Rabakavi+ Banahatti, Vijaypur	Haveri Ranebennur,	-	-
April-2022	Hubli,Dharwd(U) ,Gadag, Sirsi, Dandeli, Karwar, Belagavi, Gokak, Nippani, Ilakal, Vijaypur. Bagalkote, Haveri, Ranebennur, Jamakhandi	Rabakavi+ Banahatti,	-	-
May-2022	Hubli,Dharwd(U) ,Gadag, Sirsi, Dandeli, Karwar,Belagavi,Gokak Nippani, Ilakal,Vijaypur. Bagalkote,	Haveri, Ranebennur, Rabakavi+ Banahatti, Jamakhandi	-	-
June-2022	Hubli, ,Karwar,Belagavi, , Ilakal Dharwd(U), Sirsi, Bagalkote, Rabakavi+ Banahatti,	Gadag, Dandeli, Gokak, Haveri, Jamakhandi, Nippani, Ranebennur, Vijaypur	-	-
July-2022	Dandeli, ,Belagavi, Ilakal , Dharwd(U), Sirsi, Bagalkote, Rabakavi+ Banahatti,	Gadag, Karwar, Gokak, Hubli, Haveri, Jamakhandi, Nippani, Ranebennur, Vijaypur	-	-
Aug-2022	Hubli,Dharwd(U) ,Gadag, ,Sirsi, Dandeli, Karwar, Belagavi, Nippani, Ilakal, Bagalkote, Haveri, Jamakhandi	Gokak, Ranebennur, Rabakavi+ Banahatti, Vijaypur.	-	-
Sept-2022	Hubli,Dharwd(U) ,Gadag, Sirsi, Dandeli, Karwar, Belagavi, Gokak, Nippani, Bagalkote, Ilakal, Jamakhandi, Rabakavi+ Banahatti	Haveri Ranebennur, Vijaypur	-	-



As per above data for FY-22 out of 16 towns the loss level in 12 towns are less than 10%, 4 towns loss is between 10-15% and in FY-23(Up to Sept-2022) out of 16 towns the loss level in 14 towns is less than 10% & 2 towns loss is between 10-15%.

As per the above Table Town Energy Audit of 16 Towns up to Sept-2022 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-22	251594	65968	22741	6875	5622	2798	1517	5929
May-22	252549	65998	21070	7495	4327	2791	1330	5127
Jun-22	253299	66173	22591	8358	4376	2794	1428	5635
Jul-22	254284	66149	20942	7862	4608	2797	1294	4381
Aug-22	255203	66170	21056	7802	4603	3241	1354	4056

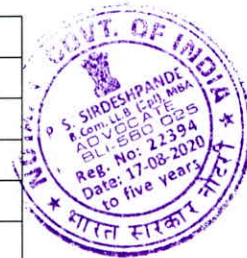
NOTE:

- 1) The details furnished above are up to Aug-2022 input Sept-2022 DCB.
- 2) Out of 2,55,203 existing DTC's 1,71,966 no's of DTC's are fed from EIP / Single installation DTCs which need not to be metered.

Feeder wise Energy Audit:

- There are 3765 Nos. of 11kv feeders existing at the end of August 2022 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.
- For all category of 11kv feeders Targets have been fixed and monthly 11kv Distribution losses are monitored accordingly.

TARGET LOSS %	
URBAN	8.00%
INDUSTRIAL	5.00%
RURAL	10.00%
NJY	13.00%
EIP	15.00%
WATER SUPPLY	8.00%



- 11kv Feeder Category wise Nodal Officers have been appointed for monitoring of the Distribution losses.
- 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.

The 11 KV feeder details (as on 31.08.2022) and the Audited feeder details Aug-2022 input September-2022 DCB are given below.

11 KV FEEDERS DETAILS (as on 31.08.2022)

No. of 11kV Feeders						Total
Urban	Rural (non-segregated combined)	NJY / DDUGJY (segregated feeder)	EIP (segregated agri feeder)	Water Supply	Industrial	
415	155	735	2211	127	122	3765

Audited feeder details Aug-2022 input September-2022 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	3691	74	307	586	2166	364	268	3765

11) Directive on Niranthara Jyothi – Feeder Separation :

Commission's Views:

Since all the work of segregation of feeders has been completed by HESCOM the Commission decides not to pursue this directive and drop the directive.

12) Directive on Demand Side Management in Agriculture :

Commission's Views:

The Commission decides not to further pursue this matter and decides to drop the directive.

13) Directive on Lifeline Supply to – Un-Electrified households :

Commission's Views:

Since HESCOM achieved 100% electrification of un-electrified households in all the districts of HESCOM under various schemes, the Commission decides not to further pursue the matter and decides to drop this directive.



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14) 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 as per the directions the Commission and is submitting the same status as submitted in its previous tariff filing.

The Commission also notes that HESCOM has submitted the data without setting the targets on various parameters set out in the previous Tariff Order (in the Commission's views part) division-wise, sub-division wise and without making any analysis, without setting the targets and 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 two Sub-Divisions 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. This 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.

During the Public Hearing, the consumers and stakeholders have raised concerns 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 of consumers including local bodies, statutory authorities etc.

The Commission disapproves the inaction of the HESCOM in the matter and directs it to review the performance of the Divisions & Sub-divisions in terms of the energy received, sold, average revenue realization and average cost of supply using he 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 of 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-performing Divisions in Sales / Revenue with low performing Division and implementing best practices followed in the best performing Divisions, in the low performing Divisions.
- g) Targeted achievement in performing the energy audit, fodder-wise, DTC-wise, and achieving the reduction in energy losses of feeders and DTCs by setting right the lacunae / issues viz., tagging of consumers RR No's with DTCs etc.

Based on the analysis, the HESCOM needs to take corrective measures to ensure 100 percent 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 Divisions/ sub-divisions in the matter of the quantum of energy received, sold and its cost so as to conduct its business on commercial principles. Compliance in this regard shall be submitted to the Commission on a quarterly basis, regularly. HESCOM shall identify the Sub-Divisions and Divisions which are showing high distribution losses and not collecting the required rate of ARR, fix personal responsibility on the concerned and take remedial measures to ensure full recovery of revenue vis-a-vis the energy drawn by such Sub-Division and Divisions.

Compliance:

1) **Revenue to be billed and achieved under each tariff category of consumers.**

The billing efficiency from April- 2021 to September-2022 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
Oct-21	5045342	4988012	99
Nov-21	5048275	4990872	99
Dec-21	5059412	4998427	99
Jan-22	5072840	5009278	99
Feb-22	5082588	5022607	99
Mar-22	5104597	5040775	99
Apr-22	5118513	5056731	99
May-22	5127465	5066373	99
Jun-22	5136158	5073008	99
Jul-22	5144473	5075412	99
Aug-22	5151159	5086242	99
Sep-22	5159350	5100952	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. Efforts are 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 are 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-2022 is as under: (Rs. in Crs)

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
Oct-21	702.79	696.43	99
Nov-21	728.50	723.18	99
Dec-21	654.19	668.22	102
Jan-22	678.18	722.76	107
Feb-22	821.10	798.41	97
Mar-22	876.64	959.48	109
Apr-22	1003.98	386.75	39
May-22	952.99	428.91	45
Jun-22	872.30	862.33	99
Jul-22	849.29	810.94	95
Aug-22	694.16	668.53	96
Sep-22	688.01	678.55	99



The Average Collection Efficiency from April-2021 to September-2022 is **93.06%**. Due to increase in the arrears of Government Departments current year collection efficiency has decreased.

Necessary steps are 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 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
Oct-21	7.00
Nov-21	8.00
Dec-21	8.00
Jan-22	8.00
Feb-22	8.00
Mar-22	8.00
Apr-22	7.00
May-22	8.00
Jun-22	8.00
Jul-22	8.00
Aug-22	8.00
Sep-22	8.00

3) Revenue arrears to be collected:

The arrears involved in long disconnected installations from April-2021 to September-2022 and total arrears as on 30.09.2022 is as under: (Rs. in Crs)

Month/year	Arrears Long dis installations	Month Wise Total Arrears
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
Oct-21	35.55	2332.73
Nov-21	36.76	2338.05
Dec-21	37.12	2324.02
Jan-22	37.13	2279.44



Feb-22	37.16	2302.28
Mar-22	36.16	2219.43
Apr-22	36.18	2830.62
May-22	36.05	3360.74
Jun-22	36.43	2300.74
Jul-22	36.44	2339.09
Aug-22	36.96	2364.72
Sep-22	37.42	2374.18

The demand and collection in respect of RLB & ULB is as under: since April-2021 to September-2022.

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
Oct-21	21.57	16.73	25.84	33.74
Nov-21	21.68	15.54	27.08	38.25
Dec-21	21.05	13.94	26.81	12.75
Jan-22	21.53	10.78	26.55	45.13
Feb-22	23.51	10.58	27.78	32.75
Mar-22	22.66	17.19	26.76	70.19
Apr-22	23.59	8.11	28.29	15.95
May-22	23.25	10.78	26.56	31.76
Jun-22	22.92	11.07	27.58	32.55
Jul-22	24.74	15.93	27.81	21.44
Aug-22	23.59	10.87	28.72	39.02
Sep-22	24.91	9.21	27.07	32.48
Total	405.91	213.27	484.35	588.19

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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15) Directive on Prevention of Electrical Accidents :

Commissions 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 electrical accidents involving human, animal and livestock is on an increase, which is a matter of grave 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 with a huge number i.e. 3859 numbers of hazardous locations as on September 2021 is 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 HESCOM's claim of taking adequate 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. 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 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 carryout preventive maintenance works as per schedule of the Safety Technical Manual issue 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.

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 the concerned officers / officials should entail them to face disciplinary action.

HESCOM shall submit an action plan for reducing the accidents in HESCOM area within 3 months of the date of this Order. The compliance thereon shall be submitted to the Commission every quarter, regularly.

Compliance:

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-22 (upto Mar-2022) are 3694 Nos. and at the end of Sep-2022 No. of Hazardous locations exist are reduced to 2936 Nos. i.e within a 6 months of time span 758 Nos. of Hazardous locations were ratified.




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A) Details of Hazardous locations exist as at the end of FY-22 are as shown below : (April-2021 to March-22)

School / Colleges

Sl No	Name of the Circle	Hazardous locations existing at the beginning of the year (FY-21)	Hazardous locations identified from April-21 to Mar-22	Cumulative total Hazardous locations	Hazardous locations rectified from April-21 to Mar-22	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 April-21 to Mar-22	Capital Budget proposed (Rs. In Crores) FY-22
1	2	3	4	5 = (3+4)	6	7=(5-6)	8	9	10
1	Hubballi	3	199	202	202	0	0.73	1.08	0.61
2	Haveri	0	268	268	265	3	0.00	1.33	4.93
3	Sirsi	11	108	120	150	1	11.94	7.41	18.42
4	Belagavi	0	350	350	350	0	1.41	2.56	2.18
5	Chikkodi	25	84	109	102	7	0.25	2.32	2.85
6	Vijayapur	25	330	355	345	10	0.71	2.77	0.00
7	Bagalkot	10	284	294	107	187	0.03	0.39	3.45
HESCOM TOTAL		74	1623	1698	1521	208	15.08	17.85	32.44



B) Details of Hazardous locations exist as at the end of FY-22 are as shown below : (April-2021 to March-22)

In other places

Sl No	Name of the Circle	Hazardous locations existing at the beginning of the year (FY-21)	Hazardous locations identified from April-21 to Mar-22	Cumulative total Hazardous locations	Hazardous locations rectified from April-21 to Mar-22	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 April-21 to Mar-22	Capital Budget proposed (Rs. In Crores) FY-22
1	2	3	4	5 = (3+4)	6	7=(5-6)	8	9	10
1	Hubballi	1761	2161	3922	3500	422	1.98	1.78	3.48
2	Haveri	62	1014	1076	861	215	0.593	3.71	6.03
3	Sirsi	383	950	1333	1133	200	7.2	7.45	25.22
4	Belagavi	647	529	1103	839	264	2.61	3.50	8.28
5	Chikkodi	509	644	1153	290	863	2.07	2.31	8.53
6	Vijayapur	368	703	1071	660	411	2.43	2.25	1.5
7	Bagalkot	600	974	1574	463	1111	13.17	1.03	1.67
HESCOM TOTAL		4330	6975	11232	7746	3486	30.042	22.02	54.71

A) Details of Hazardous locations exist as at the end of Sep-2022 are as shown below :

School / Colleges

SI No	Name of the Circle	Hazardous locations existing at the beginning of the year (FY-22)	Hazardous locations identified from April-22 to Jun-22 (1st Qtr)	Hazardous locations identified from Jul-22 to Sep-22 (2nd Qtr)	Cumulative total Hazardous locations	Hazardous locations rectified from April-22 to Jun-22 (1st Qtr)	Hazardous locations rectified from Jul-22 to Sep-22 (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-23
1	2	3	4	5	6 = (3+4+5)	7	8	9=6-(7+8)	10	11	12	13
1	Hubballi	0	1	0	1	0	0	1	0.04	0	0	1.2
2	Haveri	0	0	0	0	0	0	0	0	0	0	0
3	Sirsi	1	2	0	3	0	3	2	7.03	1.31	0.74	0.02
4	Belagavi	23	107	88	218	67	47	104	1.47	0.05	0.67	1.09
5	Chikkodi	115	9	23	147	14	6	127	0.02	0.01	0	0.93
6	Vijayapur	10	16	16	42	9	14	19	0.01	0.02	0.03	0
7	Bagalkot	187	4	2	193	172	0	21	0.39	0.76	0.28	3.97
HESCOM TOTAL		336	139	129	604	262	70	274	8.96	2.15	1.72	7.20

B)Details of Hazardous locations exist as at the end of Sep-2022 are as shown below :

In other places

SI No	Name of the Circle	Hazardous locations existing at the beginning of the year (FY-22)	Hazardous locations identified from April-22 to Jun-22 (1st Qtr)	Hazardous locations identified from Jul-22 to Sep-22 (2nd Qtr)	Cumulative total Hazardous locations	Hazardous locations rectified from April-22 to Jun-22 (1st Qtr)	Hazardous locations rectified from Jul-22 to Sep-22 (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-23
1	2	3	4	5	6 = (3+4+5)	7	8	9=6-(7+8)	10	11	12	13
1	Hubballi	422	436	493	1331	414	451	521	2.35	0.61	0.53	4.08
2	Haveri	215	93	87	395	242	73	80	0.93	0.72	0.78	3.80
3	Sirsi	200	266	159	625	346	139	140	7.63	2.07	1.31	1.88
4	Belagavi	264	28	210	502	91	200	211	3.219	0.45	1.28	7.04
5	Chikkodi	863	68	96	1027	48	71	908	0.51	0.22	0.37	6.48
6	Vijayapur	333	140	171	644	159	151	334	1.57	1.39	0.77	0.98
7	Bagalkot	1111	164	91	1366	285	80	468	0.40	0.53	0.61	5.03
HESCOM TOTAL		3408	1195	1307	5890	1585	1165	2662	16.62	5.98	5.65	29.29



Up and till Sep-2022 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-22	FY-23	Cumulative total
		Total (Apr-21 to Mar-2022)	Up to Sep-2022	
1	Providing intermediate poles in lengthy span	10571	2709	13280
2	Replacement of Broken /Detoriated poles	8141	4913	13054
3	Shifting of DTC Lines to safer place	1583.71	341.00	1924.71
4	Replacement of detoriated conductor (Kms)	321.37	95.01	416.38
5	Shifting of HT/LT Lines (Kms)	541.32	161.03	702.35
6	DTC Earthing	1999	890	2889
7	LT reconductoring works (Kms)	2477.34	146.18	2623.52
8	HT reconductoring works (Kms)	688.03	99.21	787.24

Details of Accidents :

Details of accidents for FY-22 and FY-23 (upto Sept-2022) and details of expenditure 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-21-22	Dharwad	0	9	10	4	10	39	72	2.66
		Gadag	1	7	7	3	13	19	50	1.50
		Uttar Kannada	0	12	3	1	24	11	51	8.40
		Haveri	0	26	5	7	17	68	123	3.79
		Belagavi	0	35	8	8	28	166	245	8.08
		Vijayapur	2	19	1	4	9	76	111	3.37
		Bagalkot	0	23	2	7	18	132	182	2.12
TOTAL			3	131	36	34	119	511	834	29.92
2	2022-23 (upto Sept-2023)	Dharwad	0	5	4	2	19	5	35	0.37
		Gadag	0	5	6	2	6	5	24	0.06
		Uttar Kannada	0	9	3	2	20	3	37	0.36
		Haveri	0	10	6	5	25	6	52	0.27
		Belagavi	0	31	6	4	21	21	83	0.52
		Vijayapur	1	8	0	3	13	6	31	0.27
		Bagalkot	2	7	2	3	13	9	36	0.20
TOTAL			3	75	27	21	117	55	298	2.05

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.

Also Circulars Vide Circular No: 1) HESCOM / GM(T) / EE-3 / AEE-3 / 18-19 / CYS-688,689,690 Dated : 30.05.2018. 2) HESCOM / GM(T) / EE-3 / AEE-3 / 18-19 / CYS-3231,3232 Dated:28.11.2018 3) HESCOM / GM(T) / EE-3 / AEE-3 / 18-19 / CYS-2893 Dated: 11.10.2019 regarding creating safety Zones has been circulated in HESCOM jurisdiction for adopting safety requirements.

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.

The HESCOM has procured & allotted following safety gears during 2021-22.

Sl No	Name of the Material	Quantity
2021-22		
1	Rainwear	4600 Pairs
2	LED Torch	1600 Nos.
3	Reflective Jackets	2100 Nos.
4	Safety Helmet	3700 Nos
5	Tool kit	4200 sets
6	Safety Belt	3700 Nos
7	Rubber Hand Gloves	400 Pairs

Proposed safety gears for the Year-2022-23.

Sl.No	Name of the material	Qty (Nos)
1	Rubber Hand Gloves	4200 Pairs
2	Safety Shoes with socks	4200 Pairs
	Total	8400 Pairs

Tender has been finalized for procurement of above safety gears and will be issued to the Power Men in 2022-23.



[Signature]
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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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