

CHAPTER-1

PROFILE OF HESCOM:

Consumer Profile (FY -24): (As on 30.09.2023)

| Tariff | LT1 | LT2 | LT3 | LT4 | LT5 | LT6 | LT7 | HT | Total |
|-----------------|--------|---------|--------|---------|--------|-------|-------|-------|---------|
| No of Consumers | 660298 | 2950747 | 403649 | 1018470 | 101401 | 76688 | 67264 | 3869 | 5282386 |
| Percentage | 12.50% | 55.86% | 7.64% | 19.28% | 1.92% | 1.45% | 1.27% | 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 30.09.2023.

| Group | Sanctioned | Working | Vacant |
|--------------|--------------|--------------|-------------|
| A | 402 | 284 | 118 |
| B | 618 | 356 | 262 |
| C | 5838 | 4241 | 1597 |
| D | 10055 | 5427 | 4628 |
| Total | 16913 | 10308 | 6605 |



ATTESTED

NOTARY

**CONTROLLER (A & R),
HESCOM, Hubballi.**

CHAPTER-2

COMPLIANCE TO COMMISSION'S DIRECTIVES:

1. Linking of RR numbers to Aadhaar Numbers of IP sets having a sanctioned Load of 10 HP & Below:

The Commission hereby directs all the ESCOMs to take up a drive to obtain and link the RR Numbers to Aadhaar Numbers, in respect of all the IP set Installations of 10 HP & below. The ESCOMs shall complete this task within six months from the date of issue of this Order. In case the ESCOMs fail to link the RR numbers to Aadhaar Numbers, the Government shall not release subsidy in respect of such installations.

Compliance:

- 1) As per the directions of Hon'ble K.E.R.C., the work of linking Consumer Aadhaar numbers to RR Nos of irrigation pump sets is in progress, the direction has been issued to all the HESCOM offices vide Circular No.: CYS-26 dated: 03 -06-2023
- 2) In monthly revenue review meetings, sub-division wise progress of linking of Aadhaar numbers to irrigation pump sets is verified and 92% progress has already been achieved and the rest of the achievement has been followed up.
- 3) Few I P set consumers do not have Aadhaar numbers.
- 4) While collecting Aadhaar numbers for irrigation pump sets at field level, we have found the following observations:

- a) The Owner of Pump Sets not at field Area.
- b) Some consumers are reluctant to give Aadhaar numbers.
- c) Ownership of Pump Set issues.

Sub-divisions are informed vide this office e-mail dated: 21-09-2023, to check the accuracy of those Aadhaar numbers that are already linked to the RR No's of pump sets.



| Sl. No | Name of the Division | Name of the Sub-Division | Total No. of Live IP Set Installations (10 H.P & Below) | No. of IP Sets RR numbers already Linked with Aadhar Number in Database Up to 30-09-2023 | Balance No. of IP Sets RR numbers to be Linked with Aadhar Number in Database as on 30-09-2023 |
|-----------------------|----------------------|--------------------------|---|--|--|
| 1 | Hubli Urban | C.S.D-I | 39 | 38 | 1 |
| 2 | | C.S.D-II | 124 | 102 | 22 |
| 3 | | C.S.D-III | 63 | 58 | 5 |
| 4 | | C.S.D-IV | 476 | 472 | 4 |
| Division Total | | | 702 | 670 | 32 |
| 5 | Hubli Rural | RSD Hubli | 3920 | 3885 | 35 |
| 6 | | Kundgol | 1956 | 1953 | 3 |
| 7 | | Navalgund | 3394 | 3393 | 1 |
| Division Total | | | 9270 | 9231 | 39 |

Application for Approval of Annual Performance Review for FY-23 and Approval of ARR & ERC for FY-25 and Tariff Filing for FY-25.

| | | | | | |
|-------------------------|----------------|-----------------|---------------|---------------|-------------|
| 8 | Dharwad | CSD-1 Dharwad | 845 | 834 | 11 |
| 9 | Urban | CSD-2 Dharwad | 710 | 602 | 108 |
| Division Total | | | 1555 | 1436 | 119 |
| 10 | Dharwad | RSD Dharwad | 14891 | 14833 | 58 |
| 11 | Rural | Kalaghatagi | 11098 | 10800 | 298 |
| Division Total | | | 25989 | 25633 | 356 |
| 12 | Gadag | CSD Gadag | 51 | 45 | 6 |
| 13 | | RSD Gadag | 6301 | 6184 | 117 |
| 14 | | Mundargi | 12108 | 12067 | 41 |
| 15 | | Laxmeshwar | 9769 | 9623 | 146 |
| Division Total | | | 28229 | 27919 | 310 |
| 16 | Ron | Ron | 4934 | 4725 | 209 |
| 17 | | Gajendagad | 4711 | 4655 | 56 |
| 18 | | Naragund | 2561 | 2545 | 16 |
| Division Total | | | 12206 | 11925 | 281 |
| Hubli Circle | | | 77951 | 76814 | 1137 |
| 19 | Haveri | Haveri | 17278 | 16703 | 575 |
| 20 | | Hangal | 21543 | 21364 | 179 |
| 21 | | Shiggoan | 7571 | 7210 | 361 |
| 22 | | Savanur | 8030 | 8028 | 2 |
| Division Total | | | 54422 | 53305 | 1117 |
| 23 | Ranebennur | Ranebennur-I | 6292 | 6218 | 74 |
| 24 | | Ranebennur-II | 17564 | 17453 | 111 |
| 25 | | Hirekerur | 10935 | 10819 | 116 |
| 26 | | Byadagi | 10508 | 10508 | 0 |
| 27 | | Rattihalli | 11389 | 11330 | 59 |
| Division Total | | | 56688 | 56328 | 360 |
| Haveri Circle | | | 111110 | 109633 | 1477 |
| 28 | Sirsi | Sirsi | 12222 | 11722 | 500 |
| 29 | | Siddapur | 6199 | 6128 | 71 |
| 30 | | Yellapur | 6043 | 5891 | 152 |
| 31 | | Mundgod | 4900 | 4110 | 790 |
| Division Total | | | 29364 | 27851 | 1513 |
| 32 | Dandeli | Dandeli | 864 | 864 | 0 |
| 33 | | Haliyal | 10504 | 10504 | 0 |
| Division Total | | | 11368 | 11368 | 0 |
| 34 | Karwar | Karwar | 4063 | 3965 | 98 |
| 35 | | Ankola | 7056 | 7056 | 0 |
| Division Total | | | 11119 | 11021 | 98 |
| 36 | Honnavar | Kumta | 10771 | 10485 | 286 |
| 37 | | Honnavar | 15624 | 15425 | 199 |
| 38 | | Bhatkal | 7868 | 7799 | 69 |
| Division Total | | | 34263 | 33709 | 554 |
| Sirsi Circle | | | 86114 | 83949 | 2165 |
| HUBLI ZONE TOTAL | | | 275175 | 270396 | 4779 |
| 1 | Belagavi Urban | Belgaum CSD-I | 328 | 328 | 0 |
| 2 | | Belgaum CSD-II | 255 | 255 | 0 |
| 3 | | Belgaum CSD-III | 132 | 132 | 0 |
| Division Total | | | 715 | 715 | 0 |
| 4 | Belagavi Rural | RSD-1 Belgaum | 12683 | 12683 | 0 |
| 5 | | RSD-2 Belgaum | 10184 | 10184 | 0 |
| 6 | | Khanapur | 21288 | 21288 | 0 |
| Division Total | | | 44155 | 44155 | 0 |
| 7 | Bailhongal | Bailahongal | 11599 | 10745 | 854 |
| 8 | | Kittur | 9122 | 9068 | 54 |
| 9 | | Savadatti | 24879 | 24490 | 389 |
| Division Total | | | 45600 | 44303 | 1297 |
| 10 | Ramadurg | Ramadurg | 22731 | 22382 | 349 |
| 11 | Ghataprabha | Ghataprabha | 15213 | 15129 | 84 |
| 12 | | Gokak | 18265 | 18191 | 74 |
| 13 | | Mudalagi | 27282 | 27233 | 49 |
| Division Total | | | 60760 | 60553 | 207 |
| Belagavi Circle | | | 173961 | 172108 | 1853 |



Application for Approval of Annual Performance Review for FY-23 and Approval of ARR & ERC for FY-25
and Tariff Filing for FY-25.

| | | | | | |
|------------------------------|------------|------------------|----------------|---------------|--------------|
| 14 | | Chikkodi | 26507 | 26348 | 159 |
| 15 | Chikkodi | Nippani | 13867 | 13861 | 6 |
| 16 | | Sadalaga | 20454 | 20321 | 133 |
| Division Total | | | 60828 | 60530 | 298 |
| 17 | | Raibag | 21174 | 21137 | 37 |
| 18 | Raibag | Harugeri | 23346 | 23281 | 65 |
| 19 | | Kudachi | 11066 | 9684 | 1382 |
| Division Total | | | 55586 | 54102 | 1484 |
| 20 | | Ugar | 18705 | 18692 | 13 |
| 21 | Athani | Athani | 34711 | 28909 | 5802 |
| 22 | | Aigali | 21553 | 21129 | 424 |
| Division Total | | | 74969 | 68730 | 6239 |
| Chikkodi Circle | | | 191383 | 183362 | 8021 |
| 23 | | Bijapur Urban I | 131 | 117 | 14 |
| 24 | | Bijapur Urban II | 66 | 50 | 16 |
| 25 | Vijayapur | RSD Bijapur | 18319 | 7763 | 10556 |
| 26 | | Babaleshwar | 23970 | 9929 | 14041 |
| 27 | | Tikota | 20060 | 10629 | 9431 |
| Division Total | | | 62546 | 28488 | 34058 |
| 28 | | B.Bagewadi | 15079 | 10304 | 4775 |
| 29 | B.Bagewadi | Nidagundi | 16623 | 8400 | 8223 |
| 30 | | Talikoti | 3691 | 2465 | 1226 |
| 31 | | Muddebihal | 12803 | 10012 | 2791 |
| Division Total | | | 48196 | 31181 | 17015 |
| 32 | | Indi | 38925 | 36042 | 2883 |
| 33 | Indi | Chadachan | 26467 | 24938 | 1529 |
| 34 | | Sindagi | 27364 | 20849 | 6515 |
| 35 | | D.Hipparagi | 14442 | 10781 | 3661 |
| Division Total | | | 107198 | 92610 | 14588 |
| Vijayapur Circle | | | 217940 | 152279 | 65661 |
| 36 | | Bagalkot Urban | 47 | 47 | 0 |
| 37 | | RSD Bagalkot | 15286 | 14776 | 510 |
| 38 | Bagalkot | Guledgudda | 9451 | 9451 | 0 |
| 39 | | Ilkal | 3040 | 2855 | 185 |
| 40 | | Hunagund | 7941 | 7885 | 56 |
| 41 | | Badami | 12625 | 12536 | 89 |
| Division Total | | | 48390 | 47550 | 840 |
| 42 | | Jamakhandi | 31772 | 31209 | 563 |
| 43 | Jamakhandi | Rabakavi | 17710 | 17678 | 32 |
| 44 | | Mahalingapur | 11665 | 11635 | 30 |
| Division Total | | | 61147 | 60522 | 625 |
| 45 | | Mudhol | 21143 | 19554 | 1589 |
| 46 | Mudhol | Lokapur | 8325 | 8114 | 211 |
| 47 | | Bilagi | 18658 | 17881 | 777 |
| Division Total | | | 48126 | 45549 | 2577 |
| Bagalkot Circle Total | | | 157663 | 153621 | 4042 |
| Belagavi Zone Total | | | 740947 | 661370 | 79577 |
| HESCOM Total | | | 1016122 | 931766 | 84356 |



2. Setting up of Web Portal for Monitoring PPAs and payment of Power bills to the Generators:

The Commission has noticed that the ESCOMs are not maintaining the details of Power Purchase Agreements (PPAs) to monitor the term of PPA, implementing the tariff in accordance with terms & conditions of PPA and other terms as approved by the Commission from time to time.

Further, it has also come to the notice of the Commission that payment to generators against power purchase bills submitted by them, are not properly monitored to ensure timely payment of power purchase bills. This has resulted in abnormal delay in settling the generator's bill necessitating payment of late payment surcharge (LPS). This is also giving room for increased litigations.

In view of the above facts, all the ESCOMs are hereby directed to set up a Web Portal for implementing the following activities:


- a. Creating complete database of all the executed PPAs, approved by the competent authorities and updating the data on a regular basis.
- b. On line payment of power purchase bills:
 - i) All the generators shall mandatorily upload their power purchase bills payable by the ESCOMs, on the web portal created by the respective ESCOMs.
 - ii) The ESCOMs shall arrange to pass the bills and make online payment through digital transfer of money and post the payment details on the Web Portal.

The above Directive shall be implemented within a timeframe of three months from the date of this Order.

Compliance:

As per the direction of the Hon'ble Commission during the meeting held on 28.08.2023, BESCOM has been requested to share the Web Portal for power purchase activities designed for BESCOM vide this office letter No: HESCOM/Web Portal/PTC /PLO-302/23-24/CYS-3604 dt:10.10.2023.




**CONTROLLER (A & R),
HESCOM, Hubballi.**

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

Commission's views:

The Commission would like to draw the attention of HESCOM to third amendment to KERC (Terms and Conditions for Open Access) Regulations, 2015, and KERC (Terms & Conditions for Green Energy Open Access) Regulations, 2022, wherein the regulations prescribed time line for approval of Open Access. Hence, HESCOM is directed to define the responsibility centres and fix definite timelines at each of the processing stages, within the time line as per the Regulations.

Though the Commission in the Tariff Order 2022 had directed to submit compliance to this Directive within two months from the date of issue of the Tariff Order, however, it is noted that the HESCOM has not furnished the details.

Further, the Commission notes that the report does not indicate the details of applications received, disposed of and balance, if any in particular, to confirm that the directives of the Commission have been complied with, in letter and spirit. In the absence of the details, it is not known how HESCOM is monitoring the compliance.

Hence, the Commission reiterates its directive that HESCOM shall ensure the issue of No Objection Certificates (NOC) for Wheeling and Banking facility to Open Access Consumers/Captive Generators within time frame prescribed by the Commission as per relevant Regulations.

The Commission desires that, HESCOM shall furnish the details of applications received, NOC issued within the time frame and details of NOCs issued after the timeline, duly giving reasons for the delay. HESCOM shall also ensure that for any deliberate delay in issue of No Objection Certificates (NOC) by respective officers, suitable action is taken against the concerned.

Compliance of this Directive may be reported within two months from the date of issue of this Tariff Order.

Compliance:

In reply to observation of the Hon'ble Commission in the Tariff Order 2023, it is to submit that HESCOM has received 51 applications in respect of issue of NOC for Wheeling & Banking/ Open Access out of which NOC to 26 applications were issued on time, whereas for 25Nos of application there was delay in issue of NOC. The details pertaining to receipt of

Open Access Applications and the date on which the Open Access NOC was disposed at this office, is enclosed herewith as Annexure-1 (Copy attached herewith).

Further it is to submit that as per earlier practice, on receipt of Open Access application from SLDC the arrears details and technical details such as availability of ABT meter were obtained from Sub Division/Division Office, and later the file was submitted through PLO for approval of management, upon approval of management, NOC/wheeling consent were issued to SLDC. So, there was delay in issue of NOC in 25 cases.

Hon'ble KERC in the meeting dated 20.03.2023, pertaining to discussion on Methodology of KERC Terms and Conditions of Green Energy Open Access Regulation -2022, once again directed all ESCOMs to adhere to the time line fixed in Open Access Regulation for issue of NOC. After direction of Hon'ble KERC in the meeting dated 20.03.2023 following procedures are followed:

- 1) SLDC has developed the software by name SMAST, wherein all the Wheeling & Banking application for issue of NOC is received.
- 2) On receipt of SEE TBC/ CEE SLDC letter for issue of NOC for Wheeling and banking /Open Access, details pertaining to arrears and meter are obtained from the revenue section of the corporate office within 2 days. Further, as per directions of Hon'ble KERC in the meeting dated 20.03.2023, NOC letter is issued to SLDC within 2 days and henceforth HESCOM has been adhering to the timeline fixed by KERC.
- 3) Further HESCOM has fixed definite timelines at each of the processing stages.

4. Directive on conducting Consumers' Interaction Meetings (CIM) 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 FY22 and 1st and 2nd quarter of FY23.

The Commission had reiterated its directions to the ESCOMs to conduct the consumer interaction meetings in the sub-divisions chaired by either the jurisdictional Superintending Engineer or the jurisdictional Executive Engineer to effectively address the consumer grievances. The Commission also appreciates the fact that, HESCOM, in addition to conducting the CIMs as per the directions, is also conducting the CIMs in all the Sub-divisions on 3rd Saturday of every month to address the grievances of the consumers, which



are chaired by the jurisdictional Assistant Executive Engineer (El).

HESCOM reports have 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 and maintain the same to submit such reports and reach the office of the Commission in future also, without fail.

The Commission hereby declares that, if the consumer interaction meetings are conducted in the sub-divisions without the participation of the Superintending Engineer or the Executive Engineer, then it will be considered as non-compliance of the Commission's Directive and the Commission would consider imposing a penalty of up to Rs. One lakh per O&M sub-division per quarter for each instance of non-compliance and also direct that such penalty shall be recovered from the concerned Superintending Engineer or Executive Engineer, as the case may be, who fails to conduct such meetings.

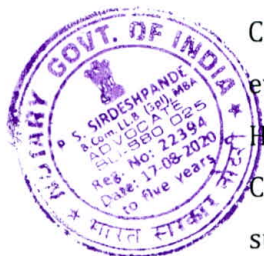
Therefore, the Commission hereby reiterates its directive to the HESCOM to conduct Consumer Interaction Meetings (CIM) chaired by either the jurisdictional Superintending Engineer or jurisdictional Executive Engineer once in a quarter, in each of the O&M Sub-divisions, to redress the consumer grievances relating to supply of electricity. The 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 SEE or the jurisdictional EE, the concerned Assistant Executive Engineer shall conduct the CIM on third Saturday of every month so as to attend to the grievance of the consumers, as is being done now.

A quarterly compliance report shall be submitted to the Commission regularly.

Compliance:

Consumer interaction meetings in HESCOM were conducted at the sub-divisional level on every 3rd Saturday at every sub-division office compulsorily, as per the directions of the Hon'ble Commission and 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. The abstract of the meetings conducted during FY-23 & FY-24 up to September-2023 is as given below and detail sheet is attached as Annexure-2. (Copy attached herewith).

FY-23 : April 2022 to March 2023 :

| 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 | 204 | 154 | 151 | 3 | 182 |
| 2 | Haveri | 9 | 81 | 62 | 54 | 8 | 116 |
| 3 | Sirsi | 11 | 129 | 217 | 187 | 30 | 474 |
| 4 | Belagavi | 13 | 149 | 545 | 543 | 2 | 1042 |
| 5 | Chikkodi | 9 | 102 | 135 | 135 | 0 | 396 |
| 6 | Bagalkot | 12 | 144 | 374 | 366 | 8 | 889 |
| 7 | Vijayapur | 13 | 156 | 627 | 627 | 0 | 884 |
| | Total | 85 | 965 | 2114 | 2063 | 51 | 3983 |

FY-24 (April 2023 to September 2023):

| 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 | 79 | 263 | 252 | 11 | 439 |
| 2 | Haveri | 9 | 36 | 153 | 149 | 4 | 188 |
| 3 | Sirsi | 11 | 44 | 168 | 165 | 3 | 300 |
| 4 | Belagavi | 13 | 52 | 304 | 302 | 2 | 443 |
| 5 | Chikkodi | 9 | 36 | 105 | 97 | 8 | 221 |
| 6 | Bagalkot | 12 | 48 | 229 | 229 | 0 | 394 |
| 7 | Vijayapur | 13 | 66 | 344 | 342 | 2 | 609 |
| | Total | 85 | 361 | 1566 | 1536 | 30 | 2594 |



[Signature]
CONTROLLER (A & R),
HESCOM, Hubballi.

5. Directive on implementation of Standards of Performance (SoP):

Commission's Views:

HESCOM reports have been received in the Commission's office at the end of each quarter. HESCOM shall ensure and maintain the same to submit such reports reach the office of the Commission in future also, without fail.

The MoP, GoI, has issued the Electricity (Rights of Consumers) Rules, 2020 to enhance the consumer satisfaction levels by incorporating the technological advancement in the power sector due to the application of information Technology, advancement in metering technology etc. For incorporating the provisions of the Electricity (Rights of Consumers) Rules, 2020, the Regulations issued earlier by the KERC were suitably amended and notified the KERC (Rights of Consumers Relating to Supply of Electricity, Standards of Performance (SOP) and allied matters) Regulations, 2022 on 14.10.2022.

- a) In this notification, the Commission has specified the time frame, as required under the Rules issued by the MoP, by including the same in the respective Regulations which deal with Duty of the Licensee to Supply Electricity on Request, the Licensees' Standards of Performance and Consumer Complaints Handling Procedure and,
- b) Has considered repealing the following Regulations in order to avoid duplication and redundancy:
 - (i) KERC (Duty of the Licensee to Supply Electricity on Request) Regulations, 2004
 - (ii) KERC (Licensees' Standards of Performance) Regulations, 2004 with amendments
 - (iii) KERC (Consumer Complaints Handling Procedure) Regulations, 2004

These Regulations specify automatic payment of compensation by the Distribution Licensees for their failure to meet the guaranteed standards of performance in respect of certain critical service areas. The mechanism for automatic payment of compensation, in respect of certain service areas, is expected to push the Distribution Licensees to strive for improving their quality of performance and enhancing their service standards.

In view of the above, it has become all the more essential duty of HESCOM to supply quality and reliable power to consumers. Hence, the KERC (Rights of Consumers Relating to Supply of Electricity, Standards of Performance (SoP) and allied matters) Regulations, 2022 specified by the Commission need to be implemented in its letter and spirit.

In order to make the consumers aware of the Rights of Consumers Relating to Supply of



Electricity, Standards of Performance (SoP) and allied matters, Regulations, 2022 specified by the Commission and make consumers get prompt services from HESCOM, it is its duty to display the specified SOP parameters as per the KERC Rights of Consumers Relating to Supply of Electricity, Standards of Performance (SOP) and allied matters, Regulations, 2022 in all their offices, website etc. As per the submissions made by HESCOM, in its Tariff application, it is observed that, HESCOM has not efficiently conducted the awareness campaigns on SOP for consumers at Hobli level. If it had conducted such awareness campaigns, HESCOM would have furnished the details of such campaigns.

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

Further, the Commission directs the HESCOM to supervise 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 Quarterly Reports giving 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 the delay in service. HESCOM shall continue to display Rights of Consumers Relating to Supply of Electricity, Standards of Performance (SOP) and allied matters, Regulations, 2022 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 shall be mentioned that, consumers can claim the compensation automatically from the concerned officers for deficiency in service.

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.

Chahakara 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:

Commission's Views:

The Commission is of the view that all the power men shall be provided with adequate safety gear while working on the network and considers that, non-supply of appropriate safety gears / equipment to the staff at work place amounts to a serious violation of 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.

The Commission while taking note of the HESCOM's compliance on the Directive stresses that the HESCOM should continue to give attention to safety aspects in order to reduce and prevent electrical accidents occurring due to negligence / non-adherence of safety procedures by the field staff while carrying out the work on the distribution network.

The power men and other field staff should be imparted appropriate training periodically on adherence to safety aspects / procedure, and such training modules should include case studies on the safety aspects and related issues, so that the training highlights current and relevant issues which will go a long way in understanding the seriousness of the issues by the field staff.

The Commission reiterates its directive that the HESCOM shall ensure that, all the power men and other field staff are provided with adequate and appropriate safety equipment and they use the safety gears and equipment, while carrying out the work. Protocols should be drawn on procedures to be adopted / roles and responsibilities fixed in respect of all those involved in working on (live) lines / installations for repairs etc., based on case studies.

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

Compliance:

The HESCOM Power men are provided with adequate safety equipment such as Helmets with Electronic Induction Tester, Hand Gloves, tool kits, rain coats, Safety shoes, safety belt 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 2022-23.

| SI No | Name of the Material | Quantity |
|---------|-------------------------|------------|
| 2022-23 | | |
| 1 | Rainwear | 4600 Pairs |
| 2 | LED Torch | 1600 Nos. |
| 3 | Reflective Jackets | 2100 Nos. |
| 4 | Safety Helmet | 3700 Nos |
| 5 | Tool kit | 4600 sets |
| 6 | Safety Belt | 3700 Nos |
| 7 | Telescopic earthing rod | 4200 Nos |
| 8 | Rubber Hand Gloves | 4200 Pairs |
| 9 | Safety Shoes with socks | 4200 Pairs |

Proposed safety gears for the Year-2023-24.

| SI No | Name of the Material | Quantity |
|---------|-------------------------|------------|
| 2023-24 | | |
| 1 | Rainwear | 6000 Pairs |
| 2 | LED Torch | 500 Nos. |
| 3 | Reflective Jackets | 6000 Nos. |
| 4 | Safety Helmet | 500 Nos |
| 5 | Tool kit | 500 sets |
| 6 | Safety Belt | 500 Nos |
| 7 | Telescopic earthing rod | 500 Sets |
| 8 | Rubber Hand Gloves | 6000 Pairs |



Tender for procurement of above safety gears for the year 2023-24 is under process and will be issued to the regular Power Men and for the field staff on contract basis, safety gears will be provided by the Agency.

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 load shedding:

Commission's Views

The Commission notes that, HESCOM is making use of the Urjamitra App developed by RECTPCL for sending messages to provide the information of scheduled and unscheduled power outages, emergency outages, restoration time, power outage extension time etc., due to the reasons such as system constraints, breakdowns of lines / equipment, maintenance etc., to the consumers, through SMS. HESCOM has to take further steps to update the database to cover the entire consumer strength, to make the App effective.

The Commission notes that, though the availability of power has improved resulting in surplus power situation, the distribution network reliability has not similarly improved, causing frequent disruptions in power supply, resulting in hardship to the consumers and also loss of revenue to the HESCOM. The Commission directs HESCOM to take remedial measures to minimize power supply interruptions and ensure 24 x 7 power supply.

As per the SoP set by the Commission, the HESCOM is required to restore power supply affected due to failure of distribution transformers 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 have also contributed to the increase in number of failures of distribution transformers.

The Commission hereby directs HESCOM to continue to conduct orientation programmes / workshops to the field staff to equip and motivate them to attend to the minor faults at site itself wherever possible and restore power supply as early as possible. HESCOM is also directed to take action to effectively monitor and supervise the work of periodical maintenance & repairs to the transformers and fix personal responsibility on the erring staff / officer in case of poor maintenance and poor quality of repairs.

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

Compliance:

- 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, "Urja Mitra" 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 42.912 lakhs of consumers in the database of Urja Mitra out of 51.59 lakhs of consumers of its area. 2.75 crores of SMS's are triggered using the platform for 13243 numbers of scheduled outages and 2527 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 Urja Mitra.
- 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) HESCOM is submitting to KERC its projections of availability and demand for power and any unavoidable load shedding for every succeeding month in the last week of the preceding month for approval regularly since May, 2016.
- 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.



8. Directive on Energy Audit:

Commission's Views:

HESCOM needs to conduct energy audit of identified cities / towns and on the basis of energy audit results, initiate necessary action to reduce the distribution losses and improve collection efficiency so as to achieve the targeted AT & C loss of less than 15% per cent in all towns. As seen there are number of cities where the distribution losses are more than 8% and HESCOM is directed to focus on the towns and cities having a distribution loss of more than 8% and take corrective measures to bring down the losses. HESCOM is also directed to conduct such energy audit and submit compliance thereon every quarter, regularly to the Commission.

As regards energy audit of DTCs, HESCOM has failed to furnish the energy audit reports in respect of all the metered DTCs in spite of the provisions with Automatic Meter Reading facility in RAPDRP towns citing issues like incomplete tagging of consumer installations with the respective feeders / DTCs. Similarly, HESCOM is not furnishing the information on the energy audit of all the 11 kV feeders operating in its jurisdiction regularly. The Commission has taken a serious note on the manual reading of the energy meters provided to the DTCs, despite incurring huge amounts on establishing the infrastructure for automatic reading of the energy meters.

HESCOM is not interested in adopting accounting / auditing of energy as its core function, despite spending huge amounts of money on various projects and many other software.

Therefore, 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 based on the results of the energy audit conducted. The compliance in respect of energy audit conducted, with the details of analysis and the remedial measures initiated to reduce loss levels shall be regularly submitted to the Commission on a quarterly basis.

The Commission directs HESCOM to continue to conduct workshops at the Circle/Division Office level, for educating the officers of all cadre on the importance of conducting the energy audit, feeder-wise, DTC-wise etc., and motivating them to take action to reduce the losses in their areas besides addressing issues relating to consumer tagging, 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 electromechanical meters. Further, the feeder-wise and DTC-wise energy audit shall be reviewed in the review meetings every month.



The Commission directs HESCOM to submit a consolidated energy audit report for the FY23, before 31st June 2023, as per the formats prescribed by the Commission.

Compliance:

In HESCOM 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-23 & FY-24 up to August 2023 in these 16 towns.

Table -49: Loss Level in Towns/Cities.

| Year | No. of towns Monitoring | No. of Town/ Cities loss under | |
|--|-------------------------|--------------------------------|------------|
| | | Below 10% | Above 10 % |
| FY -23 | 16 | 13 | 3 |
| 1 st Qtr of FY -24 Consolidated | 16 | 15 | 1 |
| 2 nd Qtr of FY -24 Consolidated | 16 | 6 | 10 |
| FY -24 Consolidated Up to Sept-2023 | 16 | 14 | 2 |

| Year | Name of the Town / Cities where loss range is | |
|-------------------------------------|---|---|
| | Below 10% | Above 10 % |
| FY -23 | RABAKAVI+BANAHATTI, JAMAKHANDI, BAGALKOTE, GOKAK, GADAG, Grand Total, NIPPANI, HUBLI, BELAGAVI, DHARAWD(U), KARWAR, DANDELI, SIRSI, ILAKAL | VIJAYPUR, RANEBENNUR, HAVERI |
| 1 st Qtr of FY -24 | RANEBENNUR, BAGALKOTE, DANDELI, KARWAR, DHARAWD(U), NIPPANI, ILAKAL, HAVERI, HUBLI, SIRSI, GADAG, JAMAKHANDI, GOKAK, BELAGAVI, RABAKAVI+BANAHATTI | VIJAYPUR |
| 2 nd Qtr of FY -24 | DHARAWD(U), ILAKAL, KARWAR, SIRSI, BAGALKOTE, BELAGAVI | RABAKAVI+BANAHATTI, VIJAYPUR, GOKAK, GADAG, RANEBENNUR, HAVERI, NIPPANI, DANDELI, JAMAKHANDI, HUBLI |
| FY -24 Consolidated Up to Sept-2023 | DANDELI,NIPPANI,GADAG,HAVERI,DHARAWD(U),GOKAK,BAGALKOTE,KARWAR,HUBLI,ILAKAL,JAMAKHANDI,SIRSI,RABAKAVI+BANAHATTI,BELAGAVI. | VIJAYPUR, RANEBENNUR |

As per above data for FY-23 out of 16 towns the loss level in 13 towns are less than 10%, 3 towns loss is more than 10%.and in FY-24(Up to Sept-2023) out of 16 towns the loss level in 14 towns is less than 10% & 2 towns loss is more than 10%.

As per the above Table month wise Town Energy Audit of 16 Towns up to Sept-2023 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,



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

bifurcation of overloaded feeders, reducing LT to HT Ratio and 100% inspection of LT-2/LT-3/LT-5 and HT- installations, to bring down the loss less than 10%.

DTC Energy Audit:

| 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-23 | 262970 | 66240 | 14869 | 6076 | 3911 | 2174 | 911 | 1797 |
| May-23 | 263595 | 66276 | 15583 | 6482 | 3993 | 2222 | 988 | 1898 |
| Jun-23 | 264639 | 66306 | 17913 | 6624 | 4082 | 2227 | 1000 | 3980 |
| Jul-23 | 267489 | 66521 | 14669 | 5982 | 4074 | 2115 | 956 | 1542 |
| Aug-23 | 268814 | 66602 | 14836 | 6001 | 4068 | 2136 | 996 | 1635 |

NOTE:

- 1) The details furnished above are up to Aug-2023.
- 2) Out of 2,68,814 nos. of existing DTC's 1,83,910 no's of DTC's are fed from EIP / Single installation DTCs which need not to be metered.

Feeder wise Energy Audit

- There are 4052 Nos. of 11kv feeders existing in HESCOM Jurisdiction as at the end of August 2023. 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 Categorywise 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 31.08.2023) and the Audited feeder details Aug-2023 input September-2023 DCB are given below.

11 KV FEEDERS DETAILS (as on 31.08.2023)

| No. of 11kV Feeders | | | | | | Total |
|---------------------|---------------------------------|----------------------------------|------------------------------|--------------|------------|-------|
| Urban | Rural (non-segregated combined) | NJY / DDUGJY (segregated feeder) | EIP (segregated agri feeder) | Water Supply | Industrial | |
| 433 | 170 | 782 | 2422 | 119 | 126 | 4052 |

Audited feeder details Aug-2023 input September-2023 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 | 4052 | 112 | 353 | 581 | 1531 | 676 | 799 | 4052 |

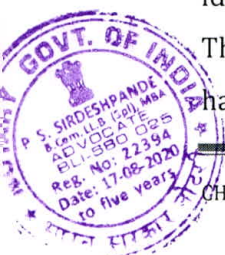
HESCOM has submitted consolidated Energy Audit Reports for the FY-23 to the Hon'ble commission on 26.08.2023 at the time of ESCOM's review meeting.

9. Directive on Prevention of Electrical Accidents:

Commission's Views:

The Commission notes that the HESCOM has taken several remedial measures to improve its distribution network and also has taken up programmes to create awareness and to educate the field staff as well as public about the electrical safety measures. However, despite all these measures taken by the HESCOM, the rate of fatal electrical accidents involving human, animal and livestock is on an increase, which is a matter of serious concern. Going by the elaborate works taken up by HESCOM as reported by it, the accidents especially involving fatal should have been reduced or minimized. From the details of identification, rectification of hazardous locations submitted by HESCOM in its compliance to the preliminary observations, it is seen that still there are significant number of identified hazardous locations are remaining unattended. HESCOM has not furnished any action plan for rectification of these identified and remaining hazardous locations.

The increase in number 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 continue to take up awareness campaigns through visual / print media on safety aspects relating to electricity among public.

The Commission is of the view that, HESCOM should continue to 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. HESCOM should direct the field staff to ensure that the earth leakage circuit breakers (ELCB) are installed by the consumers as per the safety code/regulations while availing service to prevent accidents due to internal faults. Sufficient campaign in this regard needs to be done to create awareness among the public about the electrical safety.

The Commission is of the view that the existence of hazardous installations in the distribution network is because of the sub-standard works carried out without adhering to the best and standard practices in construction / expansion of the distribution network. To ensure quality in execution of the works conforming to the standards is the need of the hour to prevent any untoward incidents to public from the failure of equipment / snapping of conductors. HESCOM needs to carryout preventive maintenance works as per pre-arranged schedule as per the Safety Technical Manual issued by the Commission to keep the network equipment in healthy condition besides conducting regular safety audit of its distribution system. HESCOM should also take up regular inspection of consumer installations especially IP sets, pump houses, cow sheds and buildings under construction to identify hazardous installations, educate the consumers about likely hazards and persuade them to take up rectification of such hazardous installations.

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 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 its area and the details of envisaged programmes to create awareness and to educate the field staff and public about the electrical safety measures within three months of the date of this Order. The compliance thereon shall be submitted to the Commission on quarterly basis, regularly.



Compliance:

On review of compliance submitted by HESCOM, the Hon'ble commission has directed HESCOM to take up various remedial measures including rectification of Hazardous installations in distribution network. It is also directed by the Hon'ble Commission to rectify the Hazardous locations in time bond manner and HESCOM should take continuous awareness campaign through social / print / visual media on safety aspect.

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-23 (up to Mar-2023) are 159 Nos. and at the end of Sep-2023 No. of Hazardous locations exists are 186 Nos. i.e. within a 6 months of time span 85 Nos. of Hazardous locations were rectified. Since the number of Hazardous of locations identified in the current FY-24 are more, the balance Hazardous of locations to be rectified are in higher number as compared to last year.

A) Details of Hazardous locations existing up to Sept-2023.

School / Colleges

| Sl No | Name of the Circle | Hazardous locations existing at the beginning of the year (FY-23) | Hazardous locations identified from April-23 to Sept -23 (FY-24) | Cumulative total Hazardous locations | Hazardous locations rectified from April-23 to Sept-23 (FY-24) | Balance Hazardous locations to be rectified |
|--------------|--------------------|---|---|--------------------------------------|---|---|
| 1 | Hubballi | 0 | 0 | 0 | 0 | 0 |
| 2 | Haveri | 0 | 0 | 0 | 0 | 0 |
| 3 | Sirsi | 39 | 112 | 151 | 47 | 104 |
| 4 | Belagavi | 69 | 0 | 69 | 4 | 65 |
| 5 | Chikkodi | 29 | 0 | 29 | 25 | 4 |
| 6 | Vijayapur | 9 | 0 | 9 | 4 | 5 |
| 7 | Bagalkot | 13 | 0 | 13 | 5 | 8 |
| TOTAL | | 159 | 112 | 271 | 85 | 186 |

B) Details of Hazardous locations existing up to Sept-2023.

The total number of Hazardous locations at the end of Mar2023 (FY-23) are 2951 and the expenditure booked for FY-23 is 33.57 Crores. The Hazardous locations identified from April-2023 to September-2023 are 1845 totaling to 4796 Nos. of Hazardous locations identified out of which 1778Nos. are rectified and Balance to be rectified are 3018 Nos. The expenditure booked up to Sep-2023 is Rs. 14.83 crores for proposed budget for FY-24 of Rs. 65.00 crores.



In other places

| Sl No | Name of the Circle | Hazardous locations existing at the beginning of the year (FY-23) | Hazardous locations identified from April-23 to Sep23 (FY-24) | Cumulative total Hazardous locations | Hazardous locations rectified from April-23 to Sep23 (FY-24) | Balance Hazardous locations to be rectified | Expenditure incurred towards PMRA works FY-2023 (Rs. in crores) | Expenditure incurred towards PMRA works in crores for prevention of Accidents April-23 to Sep-23 (FY-24) | Capital Budget proposed (Rs. In Crores) FY-24 |
|---------------------|--------------------|--|--|--------------------------------------|--|---|--|---|--|
| 1 | 2 | 3 | 4 | 5 = (3+4) | 6 | 7=(5-6) | 8 | 9 | 10 |
| 1 | Hubballi | 378 | 106 | 484 | 102 | 382 | 3.8 | 1.49 | 11.45 |
| 2 | Haveri | 239 | 285 | 524 | 365 | 159 | 5.53 | 2.66 | 4.91 |
| 3 | Sirsi | 96 | 572 | 668 | 546 | 122 | 5.79 | 1.87 | 17.78 |
| 4 | Belagavi | 334 | 287 | 621 | 286 | 335 | 10.13 | 4.95 | 11.83 |
| 5 | Chikkodi | 760 | 277 | 1037 | 176 | 861 | 2.55 | 1.39 | 8.7 |
| 6 | Vijayapur | 261 | 165 | 426 | 151 | 275 | 2.71 | 1.21 | 3.34 |
| 7 | Bagalkot | 883 | 153 | 1036 | 152 | 884 | 3.06 | 1.27 | 6.99 |
| HESCOM TOTAL | | 2951 | 1845 | 4796 | 1778 | 3018 | 33.57 | 14.83 | 65.00 |

Various works in respect of Preventive Measures to reduce accidents has been taken up in all the divisions of HESCOM and some works are listed below.

| Sl. No | Particulars | FY-23 | FY-24 |
|--------|--|----------------------------|----------------|
| | | Total (Apr-23 to Mar-2023) | Up to Sep-2023 |
| 1 | Providing intermediate poles in lengthy span | 17221 | 2489 |
| 2 | Replacement of Broken /Detoriated poles | 16097 | 3402 |
| 3 | Shifting of DTC Lines to safer place | 2508 | 446 |
| 4 | Replacement of detoriated conductor (Kms) | 543 | 150 |
| 5 | Shifting of HT/LT Lines (Kms) | 974 | 172 |
| 6 | DTC Earthing | 3757 | 248 |
| 7 | LT Reconductoring works (Kms) | 2381 | 149 |
| 8 | HT Reconductoring works (Kms) | 739 | 49 |

Details of Accidents:

Details of accidents for FY-23 and FY-24 (up to Sept-2023) 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-22-23 | Dharwad | 0 | 8 | 7 | 3 | 24 | 32 | 74 | 2.66 |
| | | Gadag | 0 | 8 | 9 | 2 | 7 | 19 | 45 | 1.14 |
| | | Uttar Kannada | 0 | 11 | 6 | 3 | 23 | 22 | 65 | 5.79 |
| | | Haveri | 0 | 17 | 12 | 12 | 36 | 99 | 176 | 5.53 |
| | | Belagavi | 2 | 76 | 17 | 16 | 57 | 151 | 319 | 12.68 |
| | | Vijayapur | 2 | 20 | 1 | 8 | 25 | 52 | 108 | 2.71 |
| | | Bagalkot | 2 | 12 | 7 | 5 | 20 | 76 | 122 | 3.06 |
| TOTAL | | | 6 | 152 | 59 | 49 | 192 | 451 | 909 | 33.57 |

Application for Approval of Annual Performance Review for FY-23 and Approval of ARR & ERC for FY-25 and Tariff Filing for FY-25.

| | | | | | | | | | | |
|--------------|-------------------------------------|---------------|-----------|-----------|-----------|------------|-----------|------------|--------------|------|
| 2 | 2023-24 (up to Sept- 2023) | Dharwad | 1 | 4 | 2 | 1 | 16 | 8 | 32 | 0.87 |
| | | Gadag | 1 | 3 | 2 | 1 | 29 | 7 | 43 | 0.62 |
| | | Uttar Kannada | 1 | 6 | 5 | 0 | 30 | 6 | 48 | 1.87 |
| | | Haveri | 0 | 9 | 3 | 3 | 19 | 21 | 55 | 2.66 |
| | | Belagavi | 0 | 39 | 3 | 3 | 18 | 27 | 90 | 6.34 |
| | | Vijayapur | 0 | 4 | 2 | 3 | 12 | 9 | 30 | 1.21 |
| | | Bagalkot | 0 | 16 | 0 | 4 | 18 | 16 | 54 | 1.27 |
| TOTAL | | 3 | 81 | 17 | 15 | 142 | 94 | 352 | 14.83 | |

Apart from rectification of Hazardous locations, action is being taken to educate the large public regarding safe use of equipments. Consumer awareness programmes are being 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 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 have 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 2022-23.

| SI No | Name of the Material | Quantity |
|---------|-------------------------|------------|
| 2022-23 | | |
| 1 | Rainwear | 4600 Pairs |
| 2 | LED Torch | 1600 Nos. |
| 3 | Reflective Jackets | 2100 Nos. |
| 4 | Safety Helmet | 3700 Nos |
| 5 | Tool kit | 4600 sets |
| 6 | Safety Belt | 3700 Nos |
| 7 | Telescopic earthing rod | 4200 Nos |
| 8 | Rubber Hand Gloves | 4200 Pairs |
| 9 | Safety Shoes with socks | 4200 Pairs |



Proposed safety gears for the Year-2023-24.

| SI No | Name of the Material | Quantity |
|---------|-------------------------|------------|
| 2023-24 | | |
| 1 | Rainwear | 6000 Pairs |
| 2 | LED Torch | 500 Nos. |
| 3 | Reflective Jackets | 6000 Nos. |
| 4 | Safety Helmet | 500 Nos |
| 5 | Tool kit | 500 sets |
| 6 | Safety Belt | 500 Nos |
| 7 | Telescopic earthing rod | 500 Sets |
| 8 | Rubber Hand Gloves | 6000 Pairs |

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 numbers of accidents to minimum numbers.

ATTESTED



NOTARY

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