

CHAPTER-3

HESCOM ACTIVITIES

Vigilance Activities: To prevent/minimize theft and misuse of electricity and thereby avoiding electrical accidents to the consumers a special Police set-up called vigilance cell is established in HESCOM covering 7 Districts' viz Dharwad, Belagavi, Uttara Kannada, Gadag, Vijayapur, Bagalkot & Haveri.

This unit is headed by Superintendent of Police, whose head quarter is located in first floor of o/o Chief Engineer (Ele), Hubli Zone, Shivaganga Layout, Keshwapur Hubli-23. One DSP & One Ex. Engineer (El) is also working under this office which is also located in first floor of same building. 8 No's of Vigilance police stations are located as below.

- | | |
|----------|-------------|
| 1)Hubli | 5) Belagavi |
| 2)Gadag | 6) Chikkodi |
| 3)Haveri | 7) Vijaypur |
| 4)Karwar | 8) Bagalkot |

Technically Qualified Asst. Ex. Engineers/Assistant Engineers, also work in this Vigilance Wing under the guidance/supervision of One Executive Engineer who is also a part of Vigilance wing to look after and guide Technical issues under the guidance of GM (Tech) Corporate office.

The charge sheets of cognizable cases are submitted to the District Session courts which are in operation in respective 7 District Head Quarters viz Dharwad, Uttar Kannada, Gadag, Haveri, Belagavi, Vijayapur and Bagalkot. In Belagavi District 2 No's of Vigilance police stations are in operation viz. Belagavi and Chikkodi. Hence, the trials of cognizable electricity theft cases are addressed in Belagavi District Session Court.

Vigilance Activities:

1. Identify the theft prone areas at any Section/Sub-division and to conduct raid on the same periodically.
2. To obtain the list of Sub-normally consuming installation from Sub-Division and Conduct raids on the same.
3. Feeder wise and DTC wise energy audit is to be taken up and to conduct raids / verifications on the installations of DTC's on which more T &D losses found.
4. To create cordial relationship with the Sub-Division level employees such as Linemen, GVPs, meter reader, public also and to collect information regarding theft & misuse of electricity and to conduct raid based on information collected. Informants to be rewarded with incentives.



5. Create awareness between HESCOM, Gram Panchayat and Consumers regarding efficient usage of Street Light and water supply and also avoid theft/misuse of energy.
6. Any complaints/Petitions from the public & any work assigned by corporate office.

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

Financial year	No of installations checked	Cognizable cases booked			Total	Misc. cases		Total		Recovery			Total
		cases	BBC (in Crores)	Compounding (in Crores)		cases	BBC (in Crores)	cases	BBC cog / Misc. & compounding (in Crores)	Cog BBC (in Crores)	Compounding (in Crores)	Misc. BBC (in Crores)	
FY -23 (April 22- March-23)	41709	2047	46.77	16.38	63.23	5668	249.64	7715	312.87	62.78	23.39	230.65	316.82
FY-24 (April 23 to Sept-23)	25955	1238	23.79	8.42	32.24	3304	111.68	3472	143.92	32.17	12.61	116.19	160.97

Vigilance Activities of Inspections of installations

Vigilance Activities of Inspections of installations in (level-4 only). up to September 2023							
Period	Category	No of installations	No of cases identified under		Total units quantified	BBC Amount assessed (Cog & Non Cog) (Amt. in Rs)	Compounding charges (Amt. in Rs)
			Cog	Non Cog			
FY -2022-23 (Apr-22 to March-23)	LT-3	8362	259	782	774598	17644585.98	934000.98
	LT-5	1999	164	342	201081	3363272.60	1066002.60
FY-23-24 (Up to Sept-23)	LT-3	16679	511	1483	1398267	32617856.96	1828002.00
	LT-5	3973	327	681	399651	6690362.20	2112005.10



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



QUALITY OF SERVICE.: The power supply to Urban/Rural areas was regulated as per the direction of GoK. The durations of interruptions, in Urban & Rural areas for FY-23 & FY-24(Up to Sept-23) is as noted below.

11 KV interruption details for FY-23 and FY-24 up to Sep-2023

Year	Division	Name of Area	No. of 11kV feeders	No. of interruptions (Excluding LS)	Duration of interruption in Hrs (Excluding LS)	No. of consumer	Avg. No. of interruptions per 11 KV feeder (Nos)	Avg. duration of interruptions per 11 KV feeder (Hrs)	Avg. No. of interruptions per consumer (Nos)	Avg. duration of interruptions per consumer (Hrs)
1		2	3	4	6	7	8=4/3	9=6/3	10=4/7	11=6/7
FY-23	Belagavi Zone	Rural feeders	2508	750239	709073	2398602	299	282.72	0.31	0.30
		Urban feeders	235	62617	51427	904487	266	218.84	0.07	0.06
FY-24 up to Sep-2023		Rural feeders	2615	510217	352925	2424787	195	134.96	0.21	0.15
		Urban feeders	241	32349	67401	914853	134	279.67	0.04	0.07
FY-23	Hubballi Zone	Rural feeders	872	543189	1189161	1304031	623	1363.72	0.42	0.91
		Urban feeders	295	96913	77136	1044732	329	261.48	0.09	0.07
FY-24 up to Sep-2023		Rural feeders	894	339354	678600	1328649	380	759.06	0.26	0.51
		Urban feeders	302	55028	103982	1049090	182	344.31	0.05	0.10
FY-23	HESCOM	Rural feeders	3380	1293428	1898234	3702633	383	561.61	0.35	0.51
		Urban feeders	530	159530	128563	1949219	301	242.57	0.08	0.07
FY-24 up to Sep-2023		Rural feeders	3509	849571	1031525	3753436	242	293.97	0.23	0.27
		Urban feeders	543	87377	171384	1963943	161	315.62	0.04	0.09

The power supply during FY 22 & FY-23&24 is generally arranged as noted below (in Hrs)

Feeder Category	Urban	NJY	EIP		Industrial/HT/E HT/Water Supply
			3ph	open delta for feeders with farm houses	
FY-22	24	24	07	04-12 (Restricted to lighting load of farm houses and pattern of 3-ph PS arrangement)	24
Hours of power supply assumed to be arranged in hrs					
FY-23	24	24	07	04-12 (Restricted to lighting load of farm houses and pattern of 3-ph PS arrangement)	24
FY-24	24	24	07	04-08 (Restricted to lighting load of farm houses and pattern of 3-ph PS arrangement)	24



HT LT Ratio: HESCOM has taken up improvement works under various schemes to reduce the LT to HT ratio. Details of LT/11 KV lines existing in company are as follows.

Details of 11KV/LT Lines

Year	Length in Km		HT : LT Ratio
	11KV Line	LT Line	
2021-22	94202.40	143340.77	1.51
2022-23	97284.22	146660.52	1.50
2023-24 (up to sept-2023)	98943.61	148735.45	1.50

DISTRIBUTION TRANSFORMER FAILURE:

Due to ageing of transformers and due to over loading of transformers failure rate is more in some of the divisions.

In this regard directions are issued to all the field officers to provide additional transformers & to enhance the capacity in order to reduce the transformer failure due to overloading. Further action is being initiated to scrap & replace the age old transformers in phased manner. Periodical maintenance is being carried out on transformers centers & LT lines. Directions are also issued to analyze the reason for failure before replacement.

The below mentioned table shows the failure of Distribution Transformers for the period FY-22, FY-23 & FY-24 (upto-Sept-23)

Fin. Year	2022-23	2023-24 (upto-September-23)
Existing Trfrs.	262440	270098
Trfrs. Failed	42515	24325
% of failure	16.20	9.01



In HESCOM there are around 2,62,440 Nos., of transformers existing as on Mar-2023 in the distribution network. Yearly around 10,000 Nos., of transformers are newly injected in the system from works like UNIP, NJY, Ganga Kalyan, IPDS, self-execution works, Buildings, layouts, etc. Annual percentage failure of distribution transformers is around 16.2% of the existing transformers in the system. Failed transformers are to be replaced at the earliest to maintain reliability in power supply.

Failed transformers are to be replaced within 24 Hours in Urban areas and within 72 Hours in Rural areas as per KERC Guidelines. There are 26 Nos., of Transformer Banks to maintain good transformers as a buffer stock.

Further, as per the Hon'ble Energy Ministers 100 days program, total 40,275 numbers of failed transformers are replaced within 24 Hrs out of 42,515 Nos of failed Transformer during FY-23.

As per the directions of GoK, Taluka wise transformer Repair centers are to be established. Accordingly, in HESCOM there are 3 Nos., of Mega Repair Centers out of 2 Nos. are maintained by M/s. NGEF Ltd., Hubballi and 1 No by M/s. Prakash Metal Products, Hubballi and total 53 Nos., of local repair centers established across HESCOM which are maintained by various agencies.

HESCOM has introduced the toll free services (Toll Free No.1800-4254754) for reporting of failed transformer from 29.06.2021 for early & quick replacement of failed transformers in HESCOM jurisdiction.

Consumer Grievance Re-Dressal forums: District Consumer Grievance Re-Dressal forums are functioning at each district headquarters at Dharwad, Haveri, Uttara Kannada, Belgaum, Bagalkot, Haveri, Vijayapura and Gadag under HESCOM Jurisdiction. The Progress for FY-24 as on the quarter ending on 30th September 2023 is as noted below.

QUARTERLY PROGRESS REPORT ON FUNCTIONING OF DISTRICT LEVEL CONSUMER GRIEVANCE REDRESSAL FORUMS (CGRFs):

Name of CGRF of Revenue District	Number of grievances outstanding at the end of the previous quarter (31.03.2023)	Number of grievances received during the year	Number of grievances disposed during the year	Number of grievances Pending at the end of the year(30.09.2024)	Details of pendency					Number of sittings of CGRF in the year	No of cases/grievances where decision in favour of licensee (ESCOM)	No of cases grievances where decision favour of applicant (consumer)
					Within two months	More than two months and less than six months	More than six months and less than one year	More than one year and less than two years	More than two years			
Dharwad	0	0	0	0	0	0	0	0	0	0	0	0
Gadag	1	0	1	0	0	0	0	0	0	1	0	1
Haveri	1	0	0	1	0	0	0	0	0	0	0	0
Uttara Kannada	0	0	0	0	0	0	0	0	0	0	0	0
Belagavi	0	0	0	0	0	0	0	0	0	0	0	0
Bagalakot	2	6	4	4	0	0	0	0	0	2	4	0
Vijayapur	0	1	0	1	0	0	0	0	0	2	0	0
Total	4	7	5	6	0	0	0	0	0	5	4	1

To create awareness about the functioning of CGRF among the public advertisement has been issued in Kannada newspapers. Paper notification also issued in the newspapers for the benefit of consumers. All efforts are being made to give publicity to the CGRF, so that the consumers can get their HESCOM grievances solve at the earliest.



HRD ACTIVITIES:

Training programmes for Group A & B staff (From April-2022 to September-2023):

Sl. No.	Subject	Date of Training	Training Organized by
1	E-Vehicle and its charging technologies- International Exhibition Centre	7 th May 2022	KEBEA Training Institute, Mysore
2	International Exhibition Centre	25 th to 27 th May 2022	BIEC Bengaluru
3	Building and Leading High-Performance Teams	2 nd September 2022	NTPC Bangalore
4	Introduction of AMI and Role of AMI in reducing AT & C losses	14 th to 16 th Sep 2022	RDSS Scheme Hubballi
5	Finance for Non Finance officers	11 th to 14 th Oct 2022	(Online) FPI Bengaluru
6	AMI System Design and project Management	7 th to 9 th Nov 2022	RDSS Scheme Hubballi
7	ಪ್ರಾಜೆಕ್ಟ್ ಮ್ಯಾನೇಜ್‌ಮೆಂಟ್	7 th to 11 th Nov 2022	ವಿತ್ತೀಯ ಕಾರ್ಯನೀತಿ ಸಂಸ್ಥೆ, ಬೆಂಗಳೂರು
8	Introduction of AMI and Role of AMI in reducing AT & C losses	15 th to 17 th Nov 2022	RDSS Scheme Hubballi
9	PFC Financing in Dynamic Regulatory Environment	17 th to 20 th Nov 2022	PFC, Sanchi- UNESCO world Heritage Site near Bhopal New Delhi
10	AMI System Design and project Management	13 th to 15 th Dec 2022	RDSS Scheme Hubballi
11	Hydrogen – the fuel of the future is here	27 th January 2023	International Seminar, Habitat center, Lodhi, New Delhi
12	Development of DLMS/COSEM testing Tool for smart Energy Meter	24 th February 2023	CPRI Bengaluru
13	Techno – Commercial Improvement of DISCOMs performance	27 th & 28 th Feb 2023	(Free Webinar) RECIPMT, Hyderabad
14	India Smart Utility Week (ISUW 2023)	28 th Feb to 4 th March 2023	New Delhi
15	Techno – Commercial Improvement of DISCOMs performance	6 th & 7 th March 2023	(Free Webinar) RECIPMT, Hyderabad
16	Resilience in Utility Operation	15 th March 2023	(Free Webinar Zoom platform) PFCL UK- India- Sent link
17	Data analytics use cases for decision making and accessing alternate revenue	9 th March 2023	(Free Webinar Zoom platform) PFCL UK- India- Sent link
18	Tariff Fixation of central generating stations and NTPC energy Billing	27 th March 2023	NTPC Bangalore
19	Structural Health Monitoring corrosion Management and waterproofing of Buildings & RC structures and their Remedial Engineering	17 th , 18 th & 19 th April 2023	Cerebral Academy of Technological Sciences, Delhi
20	4 th Annual India Power Conference 2023	20 th & 21 st April 2023	Organized by Elekore Hotel Le-Meridien, New Delhi
21	Goods and Service Tax for the officers of PSUs. GOK	30 th June & 1 st July 2023	Organized by Fiscal Policy Institute, GOK Bangalore
22	E-procurement Karnataka Portal 2.0	10 th & 11 th July 2023	organized by E-Governance
23	E-procurement Karnataka Portal 2.0	12 th & 13 th July 2023	organized by E-Governance
24	Goods and Service Tax	24 th & 25 th July 2023	organized by Fiscal Policy Institute, Bangalore.
25	Public Procurement Procedure and Contract Management	26 th to 28 th July 2023	organized by Fiscal Policy Institute, Bangalore.

26	ಇಲಾಖಾ ವಿಷಯ ನಿರ್ವಹಣಾ	1 st to 5 th Aug 2023	ಆಡಳಿತ ತರಬೇತಿ ಸಂಸ್ಥೆ, ಮೈಸೂರು
27	Contract Management, Negotiation Skills and Arbitration	4 th & 5 th Aug 2023	HESCOM Corporate Office, Hubballi
28	Public Procurement Procedure and Contract Management	29 th & 31 st Aug 2023	organized by Fiscal Policy Institute, Bangalore
29	Electrical Safety	14 th to 16 th Sep 2023	Power distribution utility sponsored by REC, Hyderabad at HESCOM Corporate Office, Hubballi
30	Electrical Safety	20 th to 22 nd Sep 2023	Power distribution utility sponsored by REC, Hyderabad at Engineers Association Building, Belagavi
31	Goods and Service Tax	21 st & 22 nd Sep 2023	organized by Fiscal Policy institute, Bangalore

Details of Training Programmes are as follows:

Sl. No.	Date of Training	No. of Days Trained	Group A&B	Total No. of Employees
1	7 th May 2022	1	15	15
2	25 th to 27 th May 2022	3	2	2
3	2 nd September 2022	1	10	10
4	14 th to 16 th September 2022	3	32	32
5	11 th to 14 th October 2022	4	7	4
6	7 th to 9 th Nov 2022	3	40	40
7	7 th to 11 th Nov 2022	5	2	2
8	15 th to 17 th Nov 2022	3	37	37
9	17 th to 20 th Nov 2022	4	2	2
10	13 th to 15 th Dec 2022	3	35	35
11	27 th January 2023	1	2	2
12	24 th February 2023	1	3	3
13	27 th & 28 th Feb 2023	2	3	3
14	28 th Feb to 4 th March 2023	5	5	5
15	6 th & 7 th March 2023	2	59	59
16	15 th March 2023	1	2	2
17	9 th March 2023	1	4	4
18	27 th March 2023	1	4	4
19	17 th , 18 th & 19 th April 2023	3	1	1
20	20 th & 21 st April 2023	2	1	1
21	30 th June & 1 st July 2023	2	6	6
22	10 th & 11 th July 2023	2	21	21
23	12 th & 13 th July 2023	2	18	18
24	24 th & 25 th July 2023	2	5	5
25	26 th to 28 th July 2023	3	5	5
26	1 st to 5 th Aug 2023	5	2	2

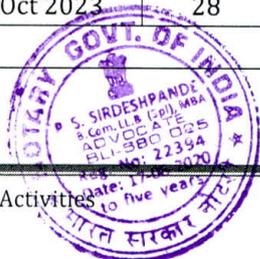
27	4 th & 5 th Aug 2023	2	26	26
28	29 th & 31 st Aug 2023	3	4	4
29	14 th to 16 th Sep 2023	3	30	30
30	20 th to 22 nd Sep 2023	3	30	30
31	21 st & 22 nd Sep 2023	2	7	7
Total				417

Training programmes for Group C&D staff (From April-2022 to September-2023):

Sl. No.	Subject	Date of Training	Training Organized by
1	Pre - promotional training	25 th Apr to 30 th May 2022	ITC
2	Pre - promotional training	28 th Apr to 2 nd Jun 2022	ITC
3	Ministerial Staff (Sr. Asst., Asst, Jr. Asst, Jr Asst. Gr-2 "Capacity and Skill development Training" at Deshpande Skilling, Hubballi.	9 th May to 24 th Aug 2022	HRD
4	"Induction" training to newly appointed Junior Powerman at Deshpande Skilling, Hubballi.	18 th July to 12 th Aug 2022	HRD
5	Pension, Family pension and new pension scheme	27 th to 28 th Sep 2022	DTI, Dharwad
1	Pre - promotional training for MR/OS/ASK/Operator to be promoted as JE	27 th Mar to 04 th May 2023	ITC
2		15 th June to 20 th July 2023	
3		21 th Aug to 26 th Sept 2023	
4	Pre - promotional training for SSLC Passed Linemen to be promoted as MR/OS/ASK/Operator	29 th Mar to 06 th May 2023	ITC
5		12 th June to 17 th July 2023	
6		28 th Aug to 04 th Oct 2023	

Details of Training Programmes are as follows:

Sl. No.	Date of Training	No. of Days Trained	Maintenance staff	MR/OS/	Junior	Ministerial Staff	Total No. of Employees
			Jr. Power man	ASK/Op	Assistant-2		
1	25 th Apr to 30 th May 2022	28	--	39	--	--	39
2	28 th Apr to 2 nd Jun 2022	28	38	--	--	--	38
3	9 th May to 24 th Aug 2022	2	--	--	--	1367	1367
4	18 th July to 12 th Aug 2022	11	293	--	--	--	293
5	27 th to 28 th Sep 2022	2	--	--	--	1	1
6	27 th Mar to 04 th May 2023	28	--	38	--	--	38
7	29 th Mar to 06 th May 2023	28	30	--	--	--	30
8	12 th June to 17 th July 2023	28	39	--	--	--	38
9	15 th June to 20 th July 2023	28	--	38	--	--	38
10	21 th Aug to 26 th Sept 2023	28	--	38	--	--	38
11	28 th Aug to 04 th Oct 2023	28	39	--	--	--	39
Total							1,959



Sl. No.	Details of Apprenticeship	B.E.	Diploma	ITI
1	One year Apprenticeship Training from 15.09.2022 to 14.09.2023	--	--	52
2	One year Apprenticeship Training from 16.03.2023 to 15.03.2024	29	10	--
3	One year Apprenticeship Training from 15.12.2021 to 14.12.2022	91	06	--
4	Number of college students under gone Internship training comes under HESCOM Jurisdiction	162	--	--
Total		350		

Action Plan for FY 2023-24 (Oct-2023 to Mar-2024):

1. As per Karnataka Govt. Apprenticeship Act-1961, one year Apprenticeship training will start from December-2023 for 246 ITI passed candidates.
2. As per Karnataka Govt. Apprenticeship Act-1961, one year Apprenticeship training for **29** Nos of BE passed and **10** Nos. of Diploma passed candidates has started from 16.03.2023 and will be completed on 15.03.2024.
3. Pre-promotional training of 28 working days will be conducted for **80** No. of MR/ OS/ ASK/ Operator to be promoted as Junior Engineers as per the seniority list.
4. Pre-promotional training of 28 working days will be conducted for **80** No. of SSLC passed Line Maintenance staff to be promoted as MR/ OS/ ASK/ Operator as per the seniority list.

ACTION PLAN FOR FY 2023-24 (APRIL-2023 TO MAR-2024)

- 1) As per Karnataka Govt. Apprenticeship Act-1961, one year Apprenticeship training will be provided to 246 Nos. of ITI passed candidates.
- 2) As per Karnataka Govt. Apprenticeship Act-1961, one year Apprenticeship training will be provided to 125 Nos. of BE passed and 75 Nos. of Diploma passed candidates.
- 3) Pre-promotional training of 28 working days will be conducted for 120 No. of MR/ OS/ ASK/ Operator to be promoted as Junior Engineers as per the seniority list.
- 4) Pre-promotional training of 28 working days will be conducted for 120 No. of SSLC passed Line Maintenance staff to be promoted as MR/ OS/ ASK/ Operator as per the seniority list.
- 5) Capacity & Skill Development In House training for 6832 Nos of C & D group Employees of HESCOM.

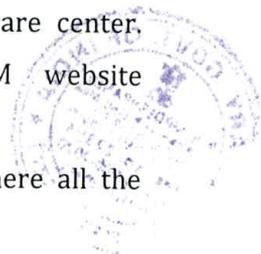


**CONTROLLER (A & R),
HESCOM, Hubballi.**



IT INITIATIVES:

- a. **HESCOM Website:** Hubli Electricity Supply Company Limited has designed and developed its website by utilizing the template designed by Centre for e-Governance (CeG). The HESCOM website is developed by incorporating GIGW (Government of India Guidelines for Website), Accessibility guidelines and Kannada Abhivruddhi Pradhikara recommendations. The GIGW complaint website being interactive with citizen, handicapped friendly and also has inbuilt mechanism for regular updating of information on the websites. The URL for the HESCOM website is <https://hescom.karnataka.gov.in/>
- b. **PLO (Paperless Office):** PLO is implemented w. e. f 08.01.2012 to reduce usage of paper and fast tracking of correspondence through software with minimal time. PLO is successfully implemented in Corporate Office, HESCOM. Major benefits of PLO are Cost & Space Management, Data Retrieval, access anywhere and security.
- c. **Real Time, Geo Fenced, Remote Attendance System:** This software had a system to manage the daily attendance of all the officers and staff working all the offices across the HESCOM. The software has provisioned office check-in/check-out, remote check-in/check-out, multi-location attendance entry, real-time attendance data management, leave management, holiday calendar, timesheets, equipment management, calculation of attendance and paid days, shifts management, Overtime and comp-offs, attendance policies etc. can be managed through the software
- d. **Customer Call Center:**
- The Customer Call Center (CCC) was established under RAPDRP Part-A projects at Corporate Office, HESCOM, Hubballi. CCC is operational in HESCOM for proper monitoring of Customer Care Activity such as registration of consumer complaints and speedy Redressal of it.
 - Customer care center Executives are working round the clock with 24*7 supports in three shifts to facilitate its consumers. The helpline Number is 1912.
 - There are 53 Customer Support Executives, 4 Team Leaders, 2 Junior Engineers and one Assistant Engineer is functioning in the HESCOM CCC.
 - The in-house developed web based software application is working successfully by enabling for fast complaint registration and Redressal at customer care center. Consumers can register their complaints by visiting HESCOM website www.hescom.Karnataka.gov.in.
 - HESCOM has enriched its Helpline through the latest technologies where all the conversations between executives and consumers are being recorded.



- Further, besides the 1912 helpline, HESCOM consumers can also submit complaints through below channels.
 - E-mail: customercare@hescom.co.in
 - Facebook Account: <https://facebook.com/Hescom Orgn>
 - Twitter Account: <https://twitter.com/HubliHescom>
 - WhatsApp Number: +919480883899
- HESCOM has introduced a new Toll free Number 1800-425-4754 for Electricity consumers coming under HESCOM jurisdiction for registration of Transformer failure related complaints.
- e. **E-procurement:** Government of Karnataka (GoK) through its Implementing Agency Center for E-Governance has implemented single, unified, end to end, E-procurement platform in Karnataka. The E-procurement system has been implemented in HESCOM from 19.07.2010 to procure goods, work contract and services through the e-procurement platform.
- f. **Government e-Marketplace (GEM):** GeM, the National Public Procurement Portal registered under the companies Act, 2013 for providing procurement of goods and services required by Central & State Government organizations.
HESCOM has adopted this new concept and initiated to procure IT hardware through GeM Portal from Jan 2017. Purchase through GeM Portal has simplified the Procurement process and Provides transparency and ease of buying.
- g. **ATP (Any Time payment) counters:** ATP (Any Time payment) counters: Any Time Payment (ATP) KIOSKS were installed in HESCOM at 58 no of locations which is enabling HESCOM consumers to pay their electricity bills 24X7 days. Any Time Payment KIOSKS are providing following facilities to the consumers.
 - Improved Service Levels for Consumers.
 - Consumers can pay the electricity bills through Cash/Cheque/DD/Debit / Credit Cards.
 - Can be used for collecting Electricity payments any time.
 - User friendly machines, elimination of human element for payment Process. Reduction in time of payment for end users (no queuing).
- h. **ECS (Electronic Clearing System):** ECS is being implemented in HESCOM. Under ECS facility, the consumer can make their bill payments through their bank account by giving a mandate to do so in respective accounting units.
- i. **Billing Activities & Online Payment facility:** HESCOM has provided a web based software solution to all the consumers in their jurisdiction for generation of bills and



issue of receipts, collection of Electricity bills with various modes such as through online banking, BBPS/ ECS, Debit card/Credit Card/wallet/ATP/Karnataka one. etc.

➤ **Photo Billing:**

- Meter Reader has to take image of the Energy Meter displaying C-kwh & BMD.
- In the process, Geo Coordinates with Latitude & Longitude will be stamped to the respective consumer in HESCOM system.
- The captured images of the photo billing will be verified in back office for its genuineness & as proof.

➤ **Optical Probe Billing:**

- Billing through the Optical cable is a Non –Human intervention Billing.
- The newly developed billing software communicates with the meter and HESCOM system (End to End) communication.
- Meter data will be read through this software for generation of bills without manual intervention & a copy of bill will be perused to the consumer.
- The Manual Entry of the consumption is completely eliminated. Hence the oversight errors can be eliminated.

j. Online Bill Payments: HESCOM Consumers can pay their Electricity Bill payments through the following

- Through our Web site: <https://hescom.karnataka.gov.in>
- Through BBPS(Bharth Bill Payment System) mobile apps like Paytm, PhonePe, G Pay, Amazon Pay etc.,

k. Mobile Cash Counter (MCC): provides services to the door step of Non RAPDRP areas consumers, which enables spot collection of payments and receipts, will be provided to its consumers. This service has been enabled in HESCOM from May 2017 in its Sub divisions/Accounting sections.

l. Jana Snehi Vidhyuth Sevegalu:

Jana Snehi Vidhyuth Sevegalu application can be registered either through online or at sub-division offices. Jana Snehi Vidhyuth Sevegalu is applicable to only LT2 and LT3 tariff including all subcategories up to 17.5KW

The below are the JSVS Services

- New Connection
- Name Change
- Tariff Change
- Load Enhancement
- Load Reduction



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

m. Online Services: New Connection, Load Change, Tariff Change, Name Change applications can be registered either through online (<https://hescom.karnataka.gov.in>) or at sub-division offices. SD officers will process the application & complete the service connection through online.

n. Distribution Transformer Lifecycle Management Software (DTLMS):

Distribution Transformers are Key Component in Distribution Networks and are one the main reasons behind power supply failure. Distribution Transformer Lifecycle Management Software (DTLMS) will track the life cycle of every transformer from the date of inception till the time it is scrapped. The Software is Live and the process of enumeration of Distribution transformers (DTRs) and **Distribution** Transformer Centers (DTCs) is under Progress.

o. Smart meters under RDSS:

RFP Proposal For "Appointment of Advanced Metering Infrastructure (AMI) Service Provider for Smart Prepaid Metering in India on DBFOOT basis" in line with SBD dtd: 22.11.2021 circulated by REC.

HESCOM has prepared action plan for Implementing AMI solutions in RAPDRP and IPDS locations which includes "AMRUT" cities as per RDSS guidelines.

DPR for 16,26,500 numbers of consumers and 89,000 system metering to be metered with smart meters under RDSS with estimation of Rs.1,374.57 Crs. (approximate) has been submitted to Energy Dpt. GoK. Decisions are awaited.

p. Replacement of Electro Mechanical meters by Electro Static Meters:

W.r.t the Management decision dt:09.06.2022, replacement of EM meters by ES meter in only RAPDRP (high consumption) areas of towns Hubli-Dharwad, Belagavi, Gadag, Vijayapur on TTK bases has been invited in order to improve the revenue and to pursue the regulatory directives..

Considering CSR 2021-22 part I to VIII, the estimates have been prepared and tendered in 2 packages. i.e a)Hubli-dharwad & gadag towns- package 1 and b)Belagavi & Vijayapur- package 2, With 15 months completion period from date of DWA (dt:30.01.2023) on Total Turn Key basis.

Sl. No.	Zone Name	Single phase meter	Three phase Meters	Total meters
1	Hubli Zone	1,64,274	231	1,64,504
2	Belagavi Zone	1,53,137	203	1,53,340

Work is under progress and the Project end date is 30.04.2024.



q. Implementation and adoption of Cyber Security polices:

HESCOM has adopted the Information Technology (IT)/ Operational Technology (OT)/Internet of Things (IoT) Security Policy and Cyber Security Polices. HESCOM on-boarded in CSK "Cyber Swachhta Kendra" and carrying the activities listed by MoP for securing the IT infrastructures of HESCOM in coordination with CERT-D and NCIIPC. Also HESCOM is regularly monitoring the Botnet/malware threats information mails receiving from CSK team and taking necessary remedy action for securing and neutralizing the threats found related to HESCOM.

SOLAR PROJECTS IN HESCOM:

Particulars	Nos (as on September-2023)	Capacity in MW (as on September- 2023)
Consumer Category	1902	65.46
IPDS	233	1.82
13 th Finance Commission	340	2.88
MNRE RTS Phase-II	104	0.44
Total	2579	70.6

➤ **Solar Roof Top:**

Solar power is considered as one of the alternative to augment the current source as it is a green source of Energy and to harness the potential of solar energy. Karnataka Govt has issued Solar Policy 2014-2021 and Karnataka Renewable Energy Policy 2022-27.

The Solar Policy 2014-2021 promises Solar Power adoption in the Industrial/ Commercial and Residential segments for PV Roof Top Grid Connected System and the Karnataka Renewable Energy policy 2022-27 aims to continue Karnataka State's position as a preferred investment destination in the Renewable Energy sector and create an ecosystem for sustainable and green energy development in the State. This Policy is developed to facilitate Government of India in meeting the RE target of 500GW by 2030 and to promote new initiatives and emerging energy technologies in the State.

HESCOM has taken keen interest to promote SRTPV, in this regard complete SRTPV details are hosted in the website of HESCOM along with the guidelines and formats. Advertisements through Paper Notification and through social media to bring awareness among the consumers and also conducted section wise awareness programs.

Installation of Solar RTPV Grid connected power plants on Govt., office buildings under 13th Finance Commission grant.

Phase-I:

- a) In Belgaum zone, installation of Solar RTPV Grid connected power plants on 31 Nos of HESCOM office buildings to an extent of 136 KWp is awarded to M/s. Pratham



Integrated Engineering Solutions (I) Pvt Ltd., Bangalore. Award cost Rs. 1.79 Crores.
Progress achieved 31 No. of Buildings and 136Kwp.

- b) In Hubli Zone, installation of Solar RTPV Grid connected power plants on 29 Nos of HESCOM office buildings to an extent of 116KWp is awarded to spectrum consultants, Bangalore. Award cost – Rs.1.09 Crores. Progress achieved 29No.of Buildings and 116Kwp.

Phase-II

- a. **Belgaum zone**-Design, Manufacture, Supply, Installation, Testing & Commissioning of Solar RTPV Grid connected power plants to an extent of 1217 KWp on the Roof-tops of 224 Nos of Government office buildings in Belgaum is awarded to M/s. Spectrum Consultants, Bangalore. Award cost Rs. 14.49 Crores. Progress achieved 199 No. of Buildings and 2944 Kwp.
- b. **Hubli Zone**-Design, Manufacture, Supply, Installation, Testing & Commissioning of Solar RTPV Grid connected power plants to an extent of 1175 KWp on the Roof-tops of 175 Nos of Government office buildings in Hubli is awarded to M/s. IC INDIA Pvt Ltd, Bangalore. Award cost – Rs. 10.29 Crores. Progress achieved 110 No. of Buildings and 1096Kwp.

Installation of Solar RTPV Grid connected power plants on Govt. office buildings under IPDS:

- a. In Belgaum zone, installation of Solar RTPV Grid connected power plants on the roof top of 127 Nos of HESCOM office buildings to an extent of 1045 KWp is awarded to M/s. Pratham Integrated Engineering Solutions (I) Pvt Ltd., Bangalore award cost Rs. 8.41 Crores. Progress achieved 127 No. of Buildings and 1045Kwp.
- b. In Hubli Zone, installation of Solar RTPV Grid connected power plants on the roof top of 109 Nos of Govt. office buildings to an extent of 775KWp is awarded to M/s. IC India, Bangalore. Award cost – Rs.6.2 Crores. Progress achieved 109 No. of Buildings and 775Kwp.

1 to 3 MW Land Owner Scheme.

As per the solar policy 2014-21, KREDL has called online application for installation of 1 to 3 MW for landowners. Under this scheme, total 31 allottees of 62 MW have signed PPA with HESCOM out of which 29 Nos projects of 60 MW are commissioned. PPA with 2 allottees of 1 MW each (Total 2 MW) has been terminated for non-commissioning of the project.

ATTESTED