

## **CHAPTER-2**

### **COMPLIANCE TO COMMISSION's DIRECTIVES:**

1) **Reduction in demand charges to HT Industrial consumers in the cases of power outages beyond the specified limits in a month:**

During the tariff hearings, several consumer groups, in particular the industrial consumers have expressed concerns about the frequent power outages, resulting in significant financial losses to them.

Despite the ESCOMs incurring significant capital expenditures year on year, which are passed on to consumers through tariff, the ESCOMs have not demonstrated adequate commitment/concern for enhancing consumer services to a satisfactory level. The Commission has also notified KERC (Rights of Consumers Relating to Supply of Electricity, Standards of Performance (SoP) and allied matters) Regulations, 2022. These regulations also require establishment of an automatic payment of compensation mechanism for failure to comply with the SoPs, by the ESCOMs.

Given the present situation of frequent failure of power not being addressed by the ESCOMs, it is unacceptable for the Commission to indefinitely allow such non-compliance of Regulations by the ESCOMs.

Therefore, it is imperative that the officers of ESCOMs are held accountable for their failure in ensuring uninterrupted quality power to the consumers in particular the HT industrial consumers.

In light of the above, the Commission hereby decides to impose penalties on the concerned officers for power outages affecting HT industrial consumers starting from the 01st April 2026. A transition period from 01st April 2025 to 31st March 2026 is allowed to ESCOMs to set right system deficiencies.

For continued deficient services, the compensation framework for affected HT industrial consumers is outlined below:

**Number of Interruptions:**

**Standard:** The number of unscheduled interruptions in a month shall not exceed a maximum of 20 numbers for FY2026-27 and 15 numbers for FY2027-28 to any of the HT Industrial Consumers.

**Duration of Interruptions:**

**Standard:** The total duration of unscheduled interruptions in a month shall not exceed a maximum of 60-minutes for FY2026-27 and 45-minutes for FY2027-28 to any of the HT Industrial Consumers.



**Amount of Compensation:** In the event of a default beyond the above permissible limits, the affected HT Industrial Consumer shall be entitled to compensation in the form of reduction in demand charges by Rs.10/- per kVA of the billing demand for the month during which any one or both of the above indicated default occurs.

**(a) Responsibility Centre at Corporate Office level:**

The Commission directs that each ESCOM designates a senior officer, not below the rank of a Superintending Engineer (Ele), at its Corporate Office. These officers shall oversee and attend to:

- Issues relating to high-value consumer
- Ensure compliance of Regulations on SoP on Power outage across the divisions, under each Executive Engineer (Ele)
- Any other consumer service-related matters assigned by the management.

In cases of non-compliance of power outage standards, the designated officer at Corporate Office shall:

- Assess compensation for affected consumers.
- Arrange for reduction in demand charges in the subsequent month for the affected HT Industrial consumers.
- Recover the compensation amount from the salaries of the respective jurisdictional O&M Executive Engineers (Ele).

**(b) Responsibility of HT Industrial Consumers:**

HT consumers and their representatives are expected to cooperate with jurisdictional Executive Engineers (Ele) and other ESCOM officials in a fair and constructive manner to understand the facts behind power outages. Any unresolved issues shall be escalated to the designated authorities at the Corporate Office level, who shall promptly address and resolve them.

**(c) Responsibility of Management at the Corporate level:**

In the event of any deficiency or lapse at the corporate level in the implementation of the compensation mechanism as stipulated herein, the Commission reserves the right to invoke its statutory powers under Section 142 of the Electricity Act, 2003, and take appropriate action, either suo-motu or upon receipt of a written complaint from the consumers, as the case may be.

Thus, the Commission hereby directs that, effective from 01<sup>st</sup> April 2026, all the ESCOMs shall implement the compensation provisions to HT Industrial Consumers as contemplated above.



**COMPLIANCE:**

In compliance to the new directive on "Reduction in demand charges to HT consumers in case of power outages beyond the specified limits" following action is being taken up to minimize the outages to HT industrial consumers within specified limits:

1. Regular Maintenance work is being carried out on all 11/33 KV feeders feeding EHT/HT consumers.
2. To Ensure all EHT/HT consumers are fed from dedicated 11 KV/33 KV industrial feeder.
3. For any other load (Other than industrial load) fed by the 11 KV industrial feeder, action is initiated to bifurcate the load from the industrial feeder by creating new 11 KV link lines.
4. Power Supply Outages on industrial feeders are being monitored every month by concerned divisional O & M officers and for feeders with more power supply outages, necessary action is being taken to reduce outages and to arrange uninterrupted and Quality Power Supply to industrial consumers.

Further, in compliance with the new directive issued by Hon'ble KERC, a committee is formed at corporate level with Director (Technical) as Nodal Officer to review the power outages affected to HT industrial consumers and penalty to be levied as per KERC directives.

**2) Linking of RR numbers to Aadhaar Numbers of IP sets having a sanctioned load of 10 HP & Below:**

**Commission's Views:**

The Commission notes the reply furnished by the ESCOMs. The progress of BESCOM, MESCOM and HESCOM is above 98%. CESC has achieved 97.6% whereas, the GESCOM in its petition has submitted the progress as 98.47 % but in the reply to the preliminary observation it is indicated as 97.68%. The GESCOM is directed to clarify the exact progress achieved.

Thus, the Commission while taking note of the ESCOMs' compliance, reiterates that the ESCOMs shall continue to obtain and link the RR Numbers to Aadhaar Numbers of all the IP sets, duly completing the authentication process. The ESCOMs shall complete this task within three 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.



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## **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 99% progress has already been achieved and the rest of the achievement has been followed up.
- 3) While collecting Aadhaar numbers for irrigation pump sets at field level, we have found the following observations:
  - a) Death of the property owner.
  - b) Name Change issues.
  - c) Family issues, invalid Aadhar & Phone number details.
  - d) Mobile number registered with Aadhaar, is not in use.
  - e) Non availability of Aadhaar number for Govt installations.

The IP Set Aadhar link progress as on 15-11-2025 is as follows.

Sl No	Division name	Total installations (IP)	Linked`	% Linked	Balance to be Linked	% of Pending
1	Hubli Urban	608	568	93.42	40	6.58
2	Hubli Rural	9405	9399	99.94	6	0.06
3	Dharwad Urban	1404	1367	97.36	37	2.64
4	Dharwad Rural	26284	26158	99.52	126	0.48
Hubli Circle Total		37701	37492	99.45	209	0.55
5	Gadag	27942	27733	99.25	209	0.75
6	Ron	12275	12099	98.57	176	1.43
Gadag Circle Total		40217	39832	99.04	385	0.96
7	Haveri	54844	54747	99.82	97	0.18
8	Ranebennur	57400	57344	99.90	56	0.10
Haveri Circle Total		112244	112091	99.86	153	0.14
9	Sirsi	30724	30531	99.37	193	0.63
10	Dandeli	11350	11345	99.96	5	0.04
11	Karwar	11643	11528	99.01	115	0.99
12	Honnar	35904	35595	99.14	309	0.86
Sirsi Circle Total		89621	88999	99.31	622	0.69
<b>Hubli Zone Total</b>		<b>279783</b>	<b>278414</b>	<b>99.51</b>	<b>1369</b>	<b>0.49</b>
13	Belagavi Urban	681	663	97.36	18	2.64
14	Belagavi Rural	44107	43878	99.48	229	0.52



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15	Bailahongal	45929	45758	99.63	171	0.37
16	Ramdurg	23228	23193	99.85	35	0.15
17	Ghataprabha	61257	61017	99.61	240	0.39
Belagavi Circle Total		175202	174509	99.60	693	0.40
18	Chikkodi	61448	60771	98.90	677	1.10
19	Raibag	56048	55748	99.46	300	0.54
20	Athani	75986	75680	99.60	306	0.40
Cikkodi Circle Total		193482	192199	99.34	1283	0.66
21	Vijayapur	63099	62877	99.65	222	0.35
22	B.Bagevadi	49121	49096	99.95	25	0.05
23	Indi	108083	107895	99.83	188	0.17
Vijayapur Circle Total		220303	219868	99.80	435	0.20
24	Bagalkot	48239	48197	99.91	42	0.09
25	Jamakhandi	61745	61659	99.86	86	0.14
26	Mudhol	48512	47678	98.28	834	1.72
Bagalkot Circle Total		158496	157534	99.39	962	0.61
<b>Belagavi Zone Total</b>		<b>747483</b>	<b>744110</b>	<b>99.55</b>	<b>3373</b>	<b>0.45</b>
<b>HESCOM Total</b>		<b>1027266</b>	<b>1022524</b>	<b>99.54</b>	<b>4742</b>	<b>0.46</b>

4) To Update in the Seva Sindhu Portal Name Correction/Change of Tariff installations have been sent to EDCS.

5) Vendors like N-Soft & Infinite teams are requested for API integration, so that, new installations synchronized.

**Note:** The difference of 14381 no. of live installations as per Sept-2025 DCB & Seva Sindhu Portal is due to Non-Updation of Newly Serviced installations to Seva Sindhu Portal.

### 3) Setting up of Web Portal for Monitoring PPAs and payment of Power bills to the Generators:

#### Commission's Views:

The Commission notes that though BESCOM has initiated the process for setting up a Web Portal for implementing the directive but the same is not completed within the timeframe prescribed by the Commission. There is an inordinate delay in setting up a web portal by BESCOM which needs to be expedited.

The Commission directs that BESCOM shall complete all the integration process for setting up a Web Portal and share the Web portal to other ESCOMs within 2 (two) months from the date of this order so that all the ESCOMs will use the Portal for implementing the activities thereon.



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The Commission notes that the CESC has already developed a web portal and successfully implemented by it in CESC. Hence, CESC may share the software with other ESCOMs including BESCO for early implementation of the Directive.

**COMPLIANCE:**

KPTCL on behalf of all the ESCOMs of Karnataka has issued work award to M/s Transvision Software & Data Solutions Pvt Ltd., vide letter No: B31/SEE(IT)/EE(IT-1)/56108/8/2025-26 Dated 06.06.2025 for implementation of centralized platform that automates the entire process from energy Generation, Transmission and Distribution (GTD), up to the final Energy Reconciliation and financial settlement. GTD automation will enhance transparency, ensure timely payments and provide accurate billing and settlement in compliance with KERC guidelines.

The General Manager (Power Purchase) BESCO has been appointed as the Nodal Officer representing all ESCOMs and other stakeholders for the duration of the project.

Further, M/s Transvision Software & Data Solutions Pvt Ltd has visited HESCO office from November 5-7, 2025 and demonstrated the updated GTD process to HESCO officials.

**4) Setting up of required system to allow for optional pre-paid metering:**

**Commission's Views:**

The Commission notes that although BESCO has initiated the process to select an AMI Service Provider and ESCOMs have invited tenders to establish smart meter retail outlets, the implementation has remained incomplete for more than a year. **The Commission notes with displeasure the delay in establishing the necessary system to enable consumers to opt for prepaid metering.**

Therefore, the Commission directs BESCO to finalize all integration processes required for setting up the system to facilitate implementation of optional prepaid metering. Additionally, other ESCOMs are instructed to accelerate their tender processes and complete them within three months from the date of this order.

**COMPLIANCE:**

HESCO has issued detailed work award has been issued to M/s Rajashree Electricals Private Limited for "Supply, Implementation, Commissioning & Maintenance of the common AMI System for Smart meters for a period of 10 years in HESCO" dt:04.06.2025 as common AMI Service Provider for all the ESCOMs of Karnataka.

Further, detailed work award has been issued to M/s ELITE ENGINEERING AND CONSTRUCTIONS for selling of smart meters to the prospective consumers within HESCO



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jurisdiction on a rate contract basis, through retail outlets for a period of 5 years dt:06.09.2025.

HESCOM has made mandatory for all the new installation consumers for availing power supply through smart meters from 01.09.2025 and so far 6,917 installations have been serviced with smart meters as on 13.11.2025.

**5) Directive on conducting Consumers' Interaction Meetings (CIM) in the O & M sub-divisions for redressal of consumer complaints:**

**Commission's Views:**

ESCOMs' 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.

The Commission directs the ESCOMs to conduct consumer interaction meetings, duly ensuring that they are chaired exclusively by either the jurisdictional Superintending Engineer or the jurisdictional Executive Engineer. Meetings chaired by any lower-ranking officer will be deemed as non-compliance of the Commission's directives. The Commission also reiterates that in such cases, a penalty of up to Rs. One lakh per O&M sub-division per quarter may be imposed. Furthermore, this penalty shall be recovered from personal account of the concerned Superintending Engineer or Executive Engineer who fails to conduct the meetings as required.

Therefore, the Commission reiterates its directive for ESCOMs to conduct Consumer Interaction Meetings (CIMs) once in every quarter in each O&M sub-division. These meetings must be chaired by the jurisdictional Superintending Engineer or Executive Engineer to address consumer grievances related to electricity supply. The proceedings of these meetings must be uploaded on the ESCOMs' websites for consumers' reference, and a report in the prescribed format sent to the Commission at 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 all the grievance of the consumers effectively, as is being done now.

**COMPLIANCE:**

Consumer interaction meetings in HESCOM were conducted at the sub-divisional level on every 3<sup>rd</sup> 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

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O&M sub-division) is chaired by the Superintending Engineers or Divisional Executive Engineers failing which penalty will be 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-25 & FY-26 up to September-2025 is as given below.

### **FY-25 : April 2024 to March 2025 :**

Sl No	Name of the Circle	No. of Subdivisions existing	No. of CIM to be Conducted	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	9
1	Hubballi	11	132	132	459	450	9	626
2	Gadag	7	84	84	216	216	0	279
3	Haveri	9	108	108	209	209	0	265
4	Sirsi	11	132	132	245	245	0	448
5	Belagavi	13	156	156	753	753	0	1075
6	Chikkodi	9	108	108	301	301	0	593
7	Bagalkot	12	144	144	391	389	2	993
8	Vijayapur	13	156	156	684	684	0	887
	<b>Total</b>	<b>85</b>	<b>1020</b>	<b>1020</b>	<b>3258</b>	<b>3247</b>	<b>11</b>	<b>5166</b>

### **FY-26 (April 2025 to September 2025) :**

Sl No	Name of the Circle	No. of Subdivisions existing	No. of CIM to be Conducted	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	9
1	Hubballi	11	66	66	196	196	0	270
2	Gadag	7	42	42	159	159	0	168
3	Haveri	9	54	54	144	144	0	233
4	Sirsi	11	66	66	143	143	0	240
5	Belagavi	13	78	78	424	418	6	591
6	Chikkodi	9	54	54	205	205	0	290
7	Bagalkot	12	72	72	220	215	5	525
8	Vijayapur	13	78	78	350	350	0	422
	<b>Total</b>	<b>85</b>	<b>510</b>	<b>510</b>	<b>1841</b>	<b>1830</b>	<b>11</b>	<b>2739</b>





**6) Directive on implementation of Standards of Performance (SoP):**

**Commission's Views:**

The Commission expresses its dissatisfaction that none of the ESCOMs have developed an adequate mechanism for the automatic payment of compensation or for registering claims for compensation in cases of non-compliance with the SoP regulations, also the amount claimed by consumers for SoP violations is reported as nil, indicating that consumers are unaware of this facility. This clearly demonstrates that the ESCOMs have failed to implement an effective awareness program regarding the SoP.

Therefore, to ensure that consumers are aware of their rights relating to the supply of electricity, as specified in the KERC (Standards of Performance (SoP) and Allied Matters) Regulations, 2022, and to guarantee prompt services from ESCOMs, it is the duty of ESCOMs to conduct continuous awareness programs. They must prominently display the specified SoP parameters in all their offices and on their websites. Additionally, it must be clearly stated at the end of the SoP that consumers can automatically claim compensation from the responsible officers for any deficiency in service.

The Commission, taking note of the poor compliance, reiterates that ESCOMs must continue to adhere to the directive on the specified Standards of Performance (SoP) in delivering various services to consumers in a timely manner. ESCOMs are required to establish a suitable mechanism for the automatic payment of compensation and for registering claims for compensation in cases of non-compliance with the SoP.

The Commission also directs ESCOMs 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 delay in rendering services.

Further, the ESCOMs shall continue to conduct necessary orientation programme for all the field officers and the staff up to linemen level, to educate them on the SoP and the consequences of non-adherence to the same.

ESCOMs should implement and maintain a system to recognize the best-performing sub-division or section based on adherence to Standards of Performance (SoP). Such recognition should be publicized to incentivize improved performance from the officers and personnel concerned.

**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](http://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.

### 7) Directive on use of safety gear by linemen / Power men:

#### Commission's Views:

The Commission, notes the ESCOMs' adherence to the directive and emphasizes the importance of maintaining a strong focus on safety measures. It is essential for ESCOMs to continue to prioritize the reduction and prevention of electrical accidents caused by negligence or non-compliance with safety protocols by field staff while working on the distribution network.

The power men and other field staff should be imparted with 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 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 ESCOMs must ensure that all Power men and field staff are equipped with adequate and appropriate safety gears and that they regularly use these equipments while performing their duties. Furthermore, protocols should be established to outline the procedures to be followed and to define the roles and responsibilities of all personnel involved in working on live lines or installations for repairs. These protocols should be based on case studies to enhance safety and efficiency.

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.**

Sl 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

**Procured safety gears for the Year-2024-25.**

Sl No	Name of the Material	Quantity
2024-25		
1	Rainwear	6000 Pairs
2	Telescopic earthing rod	500 Sets
3	LED Torch	500 Nos.
4	Reflective Jackets	6000 Nos.
5	Safety Helmet	500 Nos
6	Tool kit	500 sets
7	Safety Belt	500 Nos
8	Rubber Hand Gloves	6000 Pairs

The above said materials mentioned sl (1 to 8) in Table 2 have been procured and have been 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.



**8) Directive on load shedding:**

**Commission's Views:**

The Commission observes that ESCOMs are utilizing the URJA Mitra App, developed by RECTPCL, to disseminate information regarding scheduled and unscheduled power outages, emergency outages, restoration times, extensions of power outages, etc., to consumers via SMS. These notifications are necessitated by system constraints, breakdowns of lines/equipment, maintenance activities, etc. However, the effectiveness of the said application is contingent upon the complete and up-to-date integration of consumer data into the system. Consequently, ESCOMs must undertake additional measures to ensure the comprehensive updating of the consumer database to reflect the entire consumer base accurately.

The Commission hereby directs ESCOMs to continue to conduct orientation programs and workshops for field staff to equip and motivate them to address minor faults on-site whenever feasible, thus expediting the restoration of power supply. Furthermore, ESCOMs are directed to implement rigorous measures to monitor and oversee the periodic maintenance and repair of transformers, ensuring personal accountability for staff or officers in cases of inadequate maintenance and subpar repair quality. The Commission emphasizes that ESCOMs have a paramount obligation to maintain the reliability of electricity supply to consumers, in full compliance with the set regulatory standards.

**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.



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- d) The Urja Mitra application used for intimation to consumers regarding likelihood of interruption in power supply with time and duration of such interruptions and restoration is now closed and the same process is under deployment as Samparka Solution under IPDS – II.
- e) 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.
- f) 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.
- g) 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.
- h) 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.
- i) Month wise sub-station wise and feeder wise data on interruptions in power supply is being regularly submitted to KERC every month.

**The power supply during FY 23 & FY-24&25 is generally arranged as noted below (in Hrs)**

Feeder Category	Urban	NJY	EIP		Industrial/HT /EHT/Water Supply
			3ph	open delta for feeders with farm houses	
FY-23	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-24	24	24	07	04-12 (Restricted to lighting load of farm houses and pattern of 3-ph PS arrangement)	24
FY-25	24	24	07	04-08 (Restricted to lighting load of farm houses and pattern of 3-ph PS arrangement)	24



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9) **Directive on Energy Audit:**

**Commission's Views:**

The Commission notes that ESCOMs have consistently failed to furnish energy audit reports for all metered Distribution Transformer Centers (DTCs), despite installing meters equipped with Automatic Meter Reading (AMR) capabilities in towns covered under RAPDRP scheme and the deployment of energy meters across their entire operational areas. Similarly, ESCOMs have neglected to provide regular information on the energy audits of all 11 kV feeders within their jurisdictions. The Commission has taken serious note of the manual reading of energy meters at DTCs, despite significant financial investments in infrastructure for automatic meter reading. The Commission stresses that ESCOMs should continue the energy audit of DTCs, where metering has been completed and directs ESCOMs to take up the energy audit without making the metering infrastructure so provided at a huge cost, a stranded asset.

Furthermore, the Commission has observed that energy audit reports of cities and towns, complete with detailed analysis, are not being submitted regularly. ESCOMs are required to conduct energy audits of identified cities and towns and, based on the audit results, initiate necessary actions to reduce distribution losses and improve collection efficiency, aimed at achieve targeted loss levels of less than 15 percent in all towns. It has been noted that several towns and cities show abnormally higher energy losses and ESCOMs are directed to prioritize these areas and implement corrective measures to reduce losses. ESCOMs are directed to conduct the energy audit and submit compliance reports quarterly to the Commission, without fail.

ESCOMs are directed to undertake comprehensive energy audit of all the metered 11 kV feeders and Distribution Transformer Centers (DTCs), as well as for major cities and towns. Based on the findings from these energy audits, ESCOMs must implement corrective measures to mitigate energy losses in high loss- making distribution areas. Detailed compliance reports, including analysis and the remedial actions undertaken to reduce loss levels, must be submitted to the Commission on a quarterly basis.

The Commission directs ESCOMs to continue to conduct workshops for educating officers of all cadres on the significance of conducting energy audits, both feeder-wise and DTC-wise, and motivate them to take action to reduce losses in their areas. This includes addressing issues related to consumer tagging, maintaining energy meters provided to the DTCs, metering street light installations, replacing electromechanical meters, and more. Furthermore, feeder-wise and DTC-wise energy audits must be reviewed in monthly review meetings at the Circle/Division level.

The Commission directs all ESCOMs to submit a consolidated energy audit report for the fiscal year 2024, by June 31, 2025, in accordance with the formats prescribed by the Commission.

**COMPLIANCE:**

In HESCOM the Energy audit of 16 towns which have population of more than 50K is being carried out every month in HESCOM. The below mentioned matrix shows average energy losses recorded from FY-25 & FY-26 up to Sept 2025 in these 16 towns.

**Table -49: Loss Level in Towns/Cities.**

Year	No. of towns Monitoring	No. of Town/ Cities loss under	
		Below 15%	Above 15 %
FY -25	16	16	0
1 <sup>st</sup> Qtr of FY -26 Consolidated	16	16	0
2 <sup>nd</sup> Qtr of FY -26 Consolidated	16	16	0
FY -25 Consolidated Up to Sept-2025	16	16	0

Year	Name of the Town / Cities where loss range is	
	Below 15%	Above 15 %
FY -25	RANEBENNUR, BAGALKOTE, DANDELI, KARWAR, DHARAWD(U), NIPPANI, ILAKAL, HAVERI, HUBLI, SIRSI, GADAG, JAMAKHANDI, GOKAK, BELAGAVI, RABAKAVI+BANAHATTI, VIJAYPUR, RANEBENNUR, NIPPANI	NIL
1 <sup>st</sup> Qtr of FY -26	RANEBENNUR, BAGALKOTE, DANDELI, KARWAR, DHARAWD(U), NIPPANI, ILAKAL, HAVERI, HUBLI, SIRSI, GADAG, JAMAKHANDI, GOKAK, BELAGAVI, RABAKAVI+BANAHATTI, VIJAYPUR, RANEBENNUR, NIPPANI	NIL
2 <sup>nd</sup> Qtr of FY -26	RANEBENNUR, BAGALKOTE, DANDELI, KARWAR, DHARAWD(U), NIPPANI, ILAKAL, HAVERI, HUBLI, SIRSI, GADAG, JAMAKHANDI, GOKAK, BELAGAVI, RABAKAVI+BANAHATTI, VIJAYPUR, RANEBENNUR, NIPPANI	NIL
FY -26 Consolidated Up to Sept-2025	RANEBENNUR, BAGALKOTE, DANDELI, KARWAR, DHARAWD(U), NIPPANI, ILAKAL, HAVERI, HUBLI, SIRSI, GADAG, JAMAKHANDI, GOKAK, BELAGAVI, RABAKAVI+BANAHATTI, VIJAYPUR, RANEBENNUR, NIPPANI	NIL

As per above data for FY-25 the loss level in all 16 towns are less than 15% and in FY-25(Up to Sept-2025) also the loss level in all 16 towns is less than 15%.

As per the above Table month wise Town Energy Audit of 16 Towns up to Sept-2024 is furnished, further month wise energy audit reports of Cities/towns will be submitted to Hon'ble Commission regularly.



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

### DTC Energy Audit:

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-25	323569	67165	10400	5369	3233	1227	324	247
May-25	324678	67190	10475	5370	3382	1158	320	245
Jun-25	325927	67204	10506	5361	3523	1040	325	257
Jul-25	331152	67255	10514	5328	3691	969	284	242
Aug-25	332366	67297	10554	5291	3759	935	337	232
Sep-25	333171	67514	10573	5332	3788	945	286	222

### NOTE:

- 1) The details furnished above are up to Sept-2025.
- 2) Out of 3,33,171 nos. of existing DTC's 2,43,580 no's of DTC's are fed from EIP / Single installation DTCs which need not to be metered.

### Feeder wise Energy Audit :

- There are 4661 Nos. of 11kv feeders existing in HESCOM Jurisdiction as at the end of August 2025 . 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



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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 Audited feeder details Aug-2025 input Setp 2025 DCB are given below.

### 11 KV FEEDERS DETAILS (as on Aug 2025)

No. of 11kV Feeders						Total
Urban	Rural (non-segregated combined)	NJY / DDUGJY (segregated feeder)	Agriculture (segregated agri feeder)	Water Supply	Industrial	
467	188	862	2889	127	128	4661

### Audited feeder details for Aug-2025 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	4592	69	443	741	3048	90	270	4661

## 10) Directive on Prevention of Electrical Accidents:

### Commission's Views:

The Commission has observed that despite several remedial measures reported to have been implemented to improve the distribution network by the ESCOMs, there is alarming increase in occurrence of fatal electrical accidents in the state. It is disheartening to witness the loss of precious lives due to these electrical accidents. The Commission has consistently urged ESCOMs to reduce or minimize electrical accidents.

Furthermore, the reported efforts to create awareness and educate field staff and the public about electrical safety measures have not yielded satisfactory results. A review of the electrical accidents that have occurred in the state in recent years reveals that the major causes of these accidents include the snapping of LT/HT lines, inadequate clearance from buildings, inadequate clearances of overhead lines along/across roads, accidental contact with live LT/HT/EHT lines/equipment in the streets, live wires hanging around electric poles/transformers, sagging of LT/HT lines, violation/neglect of safety measures, lack of supervision, and inadequate/lack of maintenance. These issues pose significant dangers/threats to human lives.

ESCOMs must take stringent measures to identify and rectify hazardous locations, which are the major causes of electrical fatal accidents, to prevent further loss of human and livestock lives.



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The Commission is of the view that, ESCOMs 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. ESCOMs should direct the field staff to ensure that the earth leakage circuit breakers (ELCBs) are installed by the consumers as per the safety code/regulations while availing service in order 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 firmly believes that hazardous installations in the distribution network are due to sub-standard work practices that do not adhere to the best and standard practices in construction and expansion. Ensuring quality execution conforming to standards is crucial to prevent public incidents from equipment failures or conductor snapping. ESCOMs must carry out relentless preventive maintenance according to the pre-arranged schedule outlined in the Safety Technical Manual issued by the Commission. Regular safety audit of the distribution system is an essential part of maintaining equipment and line health. Additionally, it is imperative to address negligence of the field staff and ESCOMs must take appropriate action against erring staff to prevent or minimize electrical accidents.

The ESCOMs are additionally instructed to conduct regular inspections of consumer installations, including IP sets, pump houses, cow sheds, and buildings under construction. This is to identify any hazardous installations. Also, they should educate consumers about potential hazards and encourage them to rectify any dangerous conditions.

Therefore, the Commission reiterates its directive to the ESCOMs to expedite the identification and rectification of hazardous locations. ESCOMs are required to submit an action plan, including details of the number of locations identified, rectified, and the remaining hazardous locations, to the Commission on a quarterly basis to prevent electrical accidents in the distribution system.

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

As per kind directions of Hon'ble commission HESCOM is making continuous effort to bring down the Hazardous locations existing in the distribution network.

- The total number of Hazardous locations in FY-25 & FY-26 (upto Sep-2025) including



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opening balance and identified are 5552 Nos.

- At the end of September-2025 rectified are 2262 Nos.
- Balance to be rectified are 3290 Nos at the end of September-25.

### Details of Hazardous locations identified and rectified for FY-25

Sl No	Company	Hazardous locations existing at the beginning of the year ( FY-25)	Hazardous locations identified from April-24 to March-25	Cumulative total Hazardous locations	TOTAL No. of Locations rectified	Balance Hazardous locations to be rectified
	HESCOM	1907	4409	6316	4431	1885

### Details of Hazardous locations identified and rectified for FY-25 (upto Sept-25)

Sl No	Company	Hazardous locations existing at the beginning of the year ( FY-25)	Hazardous locations identified from April-25 to Sept-25	Cumulative total Hazardous locations	TOTAL No. of Locations rectified	Balance Hazardous locations to be rectified
1	2	3	4	5=(3+4)	6	7=(5-6)
	HESCOM	1885	3667	5552	2262	3290

Various works in respect of Preventive Measures to reduce accidents has been taken up in all the divisions for which Capital Budget of Rs. 85.61crs is allotted for the current financial year towards PMREA works and some of the works are listed as below.

Sl. No	Particulars	FY-25	FY-26	Cumulative total
		Total ( Apr-24 to Mar-2025)	Total ( Apr-25 to Sept-2025)	
1	Providing intermediate poles in lengthy span	9663	3066	12729
2	Replacement of Broken /Detoriated poles	10678	949	11627
3	Shifting of DTC Lines to safer place	1142	115.3	1257.3
4	Replacement of detoriated conductor ( Kms)	179.13	34.18	213.31
5	Shifting of HT/LT Lines ( Kms)	419.90	159	579.206
6	DTC Earthing	686	7	693
7	LT reconductoring works (Kms)	254.40	12.0	266.4
8	HT reconductoring works ( Kms)	36.40	1.0	37.4

CHAPTER - 2 COMPLIANCE TO DIRECTIVES

NOTARY



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