

APPENDIX

NEW DIRECTIVES AND REVIEW OF COMPLIANCE OF PREVIOUS DIRECTIVES ISSUED BY THE COMMISSION

1. The following new directives are issued by the Commission:

i. Directive on conducting Consumers' Interaction Meetings in the O & M sub-divisions for redressal of consumer complaints:

During the Public Hearings held by the Commission to hear the views, comments & suggestions of the consumers and other stakeholders on the ESCOMs' Tariff applications, it was brought to the notice of the Commission by the consumers that the Consumer Interaction Meetings chaired by the Superintending Engineers, in the O&M sub-divisions of ESCOMs are not being conducted regularly, thus denying them of the opportunity to attend such meetings to air their complaints/ grievances pertaining to supply of electricity and any others issues. The consumers have urged the Commission to ensure that ESCOMs take necessary action to make the sub-divisions conduct Consumer Interaction meetings regularly to hear and address the consumer grievances.

The Commission strongly opines that if the ESCOMs conduct consumer interaction meetings regularly, not only most of the grievances of the consumers could be redressed in such meetings, the ESCOMs could also redesign/realign their operations and investments on capital and other works to optimally deliver better and satisfactory service to the consumers. Such development could also increase the efficiency and revenues of the ESCOMs.

Hence, the Commission hereby directs the CESC to ensure that Consumer Interaction Meetings chaired by the Superintending Engineers, are conducted in each O&M sub-division according to a pre-published schedule, at least once in every three months. Further, the consumers

shall be invited to such meetings in advance through emails, letters, notices on CESC's website, local newspapers etc., to facilitate participation of maximum number of consumers in such meetings. The CESC should ensure that the proceedings of such meetings are recorded and uploaded on its website, for the information of consumers. Compliance in this regard shall be reported once in three months to the Commission, indicating the date, the number of consumers attending such meetings and the status of redressal of their complaints.

If the CESC fails to ensure conduct of the Consumer Interaction Meetings as directed, the Commission would consider imposing a penalty of upto 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 who fails to conduct such meetings.

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

The Commission has noticed that, year on year, there has been a substantial increase in the number of EHT and HT consumers of the distribution licensees opting for open access resulting in substantial volume of energy being procured through Power Exchanges, which imposes a burden on the SLDC, in grid management.

Further, in accordance with the stipulations in Clause 6.3 (f) of the Karnataka Electricity Grid Code (KEGC), 2015, under the chapter on Operation Planning, in order to facilitate demand estimation for operational purpose, the distribution licensee (ESCOM) is required to provide to the SLDC, on a day ahead basis, at 09.00 hours each day, its estimated demand for each 15-minute block, for the ensuing day. The distribution licensee is also, required to provide to the SLDC, the estimates of loads that may be shed, when required, in discrete blocks, with the

details of arrangements of such load shedding. Consequent to such stipulation the ESCOMs are required to prepare monthly energy bills in respect of EHT/HT consumers importing power through power exchange under Open Access, by considering 15 minute's time block. However, it is observed that in rare cases, except this billing requirement is not being complied with the ESCOMs.

In view of this, the Commission directs the CESC to ensure preparation of energy bills on monthly basis by considering the 15 minute's time block period in respect of EHT/HT consumers importing power through power exchange under Open Access. The CESC shall implement the directive forthwith and the compliance regarding the same shall be submitted monthly from May, 2017 onwards, to the Commission, regularly.

2. Review of Compliance of Existing Directives:

The Commission, in its earlier Tariff Orders and other communications, has issued several directives for compliance by the CESC. While reproducing those directives, the compliance of the directives as reported by the CESC is analyzed in this Section.

i. Directive on Energy Conservation:

The Commission had directed the ESCOMs to service all the new installations only after ensuring that the BEE *** (Bureau of Energy Efficiency five-star rating) rated Air Conditioners, Fans, Refrigerators, etc., are being installed in the applicant consumers' premises.**

Similarly, ESCOMS were directed to ensure that all new streetlight/high mast installations including extensions made to the existing streetlight circuits shall be serviced only with LED lamps/energy efficient lamps like induction lamps.

Further, the Commission had directed the ESCOMs to take up programmes to educate all the existing domestic, commercial and

industrial consumers, through media and distribution of pamphlets along with monthly bills, regarding the benefits of using five-star rated equipment certified by the Bureau of Energy Efficiency in reduction of their monthly electricity bills and conservation of precious energy.

Compliance by the CESC:

The following energy conservation measures have been taken:

- **Unnat Jyothi by Affordable LEDs for All (UJALA) (DELP):**

The CESC has implemented “Unnat Jyothi by Affordable LEDs for All” (UJALA) popularly known as “Hosa Belaku” to provide high quality 9W LED bulbs at an affordable rate to consumers. The Energy Department, Government of Karnataka has designated Energy Efficiency Services Limited (EESL), a public sector entity under the administrative control of Ministry of Power as implementing agency for UJALA in the State. The programme was launched on 11.12.2015, in Mysuru by the Hon’ble Chief Minister of Karnataka. As on October 2016, 25,90,536 LED bulbs have been sold.

- **DEEP Project**

The detailed project report for the proposed DEEP pilot project on the following two feeders has been submitted for approval of the Commission.

SI. NO.	Feeder Name	Division	DPR Cost Rs. Crores
1	Heggadahalli	Nanjangudu	7.42
2	Chowdikatte	Hunsur	

- **Servicing of new installations after ensuring BEE***** (5-star rating) appliances**

The CESC has issued a circular No. CESC/GMT/EEE(DSM)/AEE(DSM)/2016-17/cys-65 dated 20.04.2016, in line with the KERC directives, to service new installations only after ensuring that the BEE 5-star rating household electrical appliances are being installed in the applicant consumers' premises and to service all new streetlight / High mast installations

including extensions made to the existing streetlight circuits only with LED lamps/energy efficient lamps like induction lamps. Further, the GoK vide its circular EN 1 VSC2016, dated 14.07.2016, has also mandated that all Government Departments and Public Sector Undertakings shall procure and use only BEE 5 star rated electrical equipment.

Further, to create awareness among the consumers, the CESC has created a link in the official website regarding energy saving tips and to use BEE 5 star rated electrical appliances for reduction of their monthly electricity bills. Also, notifications are being issued to educate all the existing domestic, commercial and industrial consumers, through media and distribution of pamphlets along with monthly bills, regarding the benefits of using five star rated equipment certified by the Bureau of Energy Efficiency which would result in reducing their monthly electricity bills and also conserving precious energy.

Commission's Views:

The Commission observes that the CESC has not submitted the compliance of the directive regularly. It is also observed from the CESC's compliance that, it has merely issued a circular to all its officers directing them to ensure that BEE five-star rated energy efficient appliances while servicing the installations, and has not taken any further effective steps in the field to ensure service to all new installations only with the BEE five-star rated Air Conditioners, Fans, Refrigerators, etc., in the applicant consumers' premises. The CESC is directed to focus on effective implementation of this directive by reviewing periodically the progress/status of implementation of its circular instructions by its field officers and take corrective action wherever necessary.

Further, it is also important that the CESC draws up a continuous awareness programme to educate the consumers about the benefit of using the energy efficient appliances in their premises and ensure increase in use of energy efficient appliances.

The Commission reiterates that the CESC shall service all the new installations are serviced only after ensuring that the BEE ***** (Bureau of Energy Efficiency five-star rating) rated Air Conditioners, Fans, Refrigerators, etc., are being installed in the applicant's /consumers' premises and the compliance thereon shall be reported to the Commission once in a quarter regularly.

ii. **Directive on implementation of Standards of Performance (SoP):**

The Directive issued was as follows:

"The CESC is directed to strictly implement the specified Standards of Performance while rendering services related to supply of power as per the KERC (Licensee's Standards of Performance) Regulations, 2004. Further, the CESC is directed to display prominently in Kannada the details of various critical services such as replacing the failed transformers, attending to fuse off call / line breakdown complaints, arranging new services, change of faulty energy meters, reconnection of power supply, etc., rendered by it as per Schedule-1 of the KERC (Licensee's Standards of Performance) Regulations, 2004 and Annexure-1 of the KERC (Consumer Complaints Handling Procedure) Regulations, 2004, on the notice boards in all the O & M sections and O & M sub-divisions in its jurisdiction for the information of consumers as per the following format.

Nature of Service	Standards of performance (indicative minimum time limit for rendering services)	Primary responsibility centres where to lodge complaint	Next higher Authority	Amount payable to affected consumer

The CESC shall implement the above directive within one month from the date of the order and report compliance to the Commission regarding the implementation of the directives."

Compliance by the CESC:

The CESC has implemented the specified Standards of Performance while rendering services related to supply of power as per the KERC (Licensee's Standards of Performance) Regulations, 2004. The CESC has prominently displayed in Kannada the details of various services such as replacing of the failed transformers, attending to fuse off call / line breakdown complaints, arranging new services, change of faulty energy meters, reconnection of power supply, etc., rendered as per Schedule-1 of the KERC (Licensee's Standards of Performance) Regulations, 2004 and Annexure-1 of the KERC (Consumer Complaints Handling Procedure) Regulations, 2004, on the notice boards in all the O & M sections and O & M sub-divisions for the information of consumers. The details have already been furnished to the Commission vide letter No. CESC/SEE (Coml.)/EE (Com)/2015-16/12661-66, dated 07.11.2015.

Implementation of KERC Directive on Standard of Performance (SOP) as on October 2016

Sl. No.	Circle	No of O&M sub-divisions existing	No of O&M sections existing	No of O&M sub-divisions where the details	No of O&M sections where the details displayed	complaints received for the delay in rendering	Amount paid to the consumer in Rs.	Cumulative no of Hrs delay in rendering services	Cumulative amount paid to the consumer in Rs.
		Nos.	Nos.	Nos.	Nos.	Nos.	Nos.	Nos.	Nos.
1	Works circle	19	77	19	77	0	0	0	0
2	O&M Circle	13	55	13	55	0	0	0	0
3	Mandya Circle	13	54	13	54	0	0	0	0
4	Hassan Circle	16	65	16	65	0	0	0	0
CESC Total		61	251	61	251	0	0	0	0

Commission's Views:

The Commission while noting the compliance furnished, reiterates that CESC shall continue to comply by displaying the details of SoP in all its O&M section and sub-division offices for the information of the consumers, and also to adhere to the specified standards of performance in rendering various services to consumers in a time bound manner.

The Commission notes that consumers participating in the Public Hearings held on the ESCOMs' Tariff revision proposals have stated that the ESCOMs, contrary to their submission before the Commission, on compliance of the directive issued by the Commission, have not displayed the details of SoP on the notice boards in O&M offices and also not adhered to the time lines stipulated in the SoP. They have sought the intervention of the Commission to ensure that the ESCOMs comply with the directive on the SoP.

The Commission notes that the situation indicates that there is lack of effective supervision over the functioning of field officers by the ESCOMs especially in rendering services relating to supply of power to the consumers.

The Commission reiterates its directive to the CESC to continue to strictly implement the specified SoP while rendering services related to supply of power as per the KERC (Licensee's Standards of Performance) Regulations, 2004. The compliance regarding the same shall be submitted to the Commission, regularly.

iii. Directive on use of safety gear by linemen:

The directive issued was as follows:

"The Commission directs the CESC to ensure that all the linemen in its jurisdiction are provided with proper and adequate safety gear and also ensure that the linemen use such safety gear provided while working on the network. The CESC should sensitise the linemen about the need for adoption of safety aspects in their work through suitably designed training and awareness programmes. The CESC is also directed to device suitable reporting system on the use of safety gear and mandate supervisory/higher officers to regularly cross check the compliance by the linemen and take disciplinary action on the concerned if violations are

noticed. The CESC shall implement this directive within one month from the date of this order and submit compliance report to the Commission.”

Compliance by the CESC:

The CESC has provided proper and adequate safety gear to all the linemen in its jurisdiction and is also ensuring that the linemen use such safety gear provided while working on the distribution system. Further, CESC is conducting training programmes for the linemen wherein the absolute necessity of adoption of safety aspects in their work is constantly highlighted. Training on safety aspects has been imparted to 625 linemen during FY 6.

The CESC has also directed the field officers to monitor the proper upkeep of the safety gear provided and keep in stock reasonable spare sets of safety gear and also monitor the use of the same by linemen and take disciplinary action on the concerned if violations are noticed. The details are furnished below:

Implementation of KERC Directive on use of safety gear by linemen as on the month of October 2016

Sl No	Circle	No of linemen /Asst. linemen existing	No of linemen /Asst. Linemen provided with safety gear	No of training and awareness programme conducted	No of surprise inspections conducted regarding use of safety gear /uniform by linemen	No of notices given to the linemen for not using safety gear	No of disciplinary actions taken against linemen	Cumulative no of training and awareness programme conducted	Cumulative no of surprise inspections conducted regarding use of safety gear /uniform by linemen	Cumulative no of notices given to the linemen for not using safety gear year	Cumulative no of disciplinary actions taken against linemen
		Nos.	Nos.	Nos.	Nos.	Nos.	Nos.	Nos.	Nos.	Nos.	Nos.
1	2	3	4	5	6	7	8	9	10	11	12
1	Works circle	702	702	11	113	0	0	117	523	0	0
2	O&M Circle	723	407	1	6	0	0	24	162	0	0
3	Mandya	609	465	2	12	0	0	8	49	0	0
4	Hassan	716	716	0	0	0	0	91	146	4	0
CESC Total		2750	2290	14	131	0	0	240	880	4	0

Further, it is submitted that the remaining linemen will be provided with safety gear by March 2017.

Commission's Views:

It is important that the CESC should continue to focus on safety aspects to reduce the electrical accidents occurring due to negligence and non-adherence of safety procedures by the field staff while working on the distribution network. Further, the linemen should be given training periodically on adherence to safety aspects so that it becomes part of their routine.

The Commission reiterates its directive that the CESC shall ensure that, all the linemen in its jurisdiction are provided with proper and adequate safety gear and that they use such safety gear provided to them while working on the network. The compliance in this regard shall be submitted once in a quarter to the Commission regularly.

iv. Directive on providing Timer Switches to Street lights by the ESCOMs

The directive issued was as follows:

"The Commission directs the CESC to install timer switches using own funds to all the street light installations in its jurisdiction wherever the local bodies have not provided the same and later recover the cost from them. The CESC shall also take up periodical inspection of timer switches installed and ensure that they are in working conditions. They shall undertake necessary repairs / replacement work, if required and later recover the cost from local bodies. The compliance regarding the progress of installation of timer switches to street light installations shall be reported to the Commission within three months of the issue of the order."

Compliance by the CESC;

Total No. of streetlight installations	No. of installations provided with timer switches	Balance No. of installations to be provided with timer switches	Likely date of completion of all installation	Remarks/ issues
20,330	50	20,280	-	

- The work of providing timer switches to streetlight installations will be taken up by the CESC under E&I works during 2016-17, covering Mysuru city and other district & taluk Headquarters initially and later village Panchayats.
- The CESC will also ensure that henceforth, the new streetlight installations and any extensions/modifications to be carried out to the existing streetlight installations shall be serviced only with timer switches.
- The cost of a timer switch is around Rs. 55,000/-. As the expenditure involved is huge, the CESC is also examining the possibility of providing load monitoring units which also have the time limiting capability to streetlight installations. The cost per unit is around 12,000/-.

Further, regarding the installation of timer switches to the streetlight installations, the CESC has addressed letters to MCC Mysuru, but no action has been taken by them.

Further, the CESC on its own, has not taken up this case because of huge capex requirement. In the meanwhile, on request by the Urban Development Department, Bengaluru, the CESC has submitted a proposal under “**AMRUT**” scheme in which the main objective is to optimize energy consumption in streetlights including replacement of energy inefficient bulbs by suitable efficient LED bulbs and also fixing timer switches to all streetlight installations in AMRUT cities i.e., Mysuru, Mandya and Hassan. The proposal consists of replacement of 77,446 streetlight fittings and fixing of 4,754 timer switches in AMRUT cities vide letter No. CESC/GM(T)/DGM(DSM)/AGM (DSM)/2016-17/16885 dated 21.12.2016 and approval from the Urban Development Department, GoK is awaited.

Commission's Views:

The Commission observes that so far the CESC has not taken any concrete steps to provide timer switches to the streetlight installations in its jurisdiction. The CESC has also not initiated any action to coordinate with the concerned local authorities for installation of timer switches by them. The inaction by the CESC has resulted in wastage of electricity by indiscriminate use of streetlights during day time in its jurisdiction.

It is also noted that providing timer switches to streetlight installations under AMRUTH scheme covering 4,754 streetlight installations has not yet taken off. The same should be pursued with utmost seriousness this matter deserves, with the concerned authorities so as to take the matter forward. The progress /status in this regard shall be reported to the Commission on a quarterly basis, regularly.

Further, wherever feasible, the CESC should install the timer switches at its cost and later recover the cost from the concerned local bodies. The CESC is also directed to persuade the local bodies to install timer switches at their cost availing funds / grants received from Government and other agencies for such programmes.

The Commission reiterates its directive that the CESC shall ensure that, the new streetlight installations and any extension/modification to be carried out to the existing streetlight installations shall be serviced only with timer switches.

v. Directive on Load shedding:

The Commission had directed that:

- (1) Load shedding required for planned maintenance of transmission / distribution networks should be notified in daily newspapers at least 24 hours in advance for the information of consumers.

- (2) The ESCOMs shall on a daily basis estimate the hourly requirement of power for each sub-station in their jurisdiction based on the seasonal conditions and other factors affecting demand.
- (3) Any likelihood of shortfall in the availability during the course of the day should be anticipated and the quantum of load shedding should be estimated in advance. Specific sub-stations and feeders should be identified for load shedding for the minimum required period with due intimation to the concerned sub-divisions and sub-stations.
- (4) The likelihood of interruption in power supply with time and duration of such interruption may be intimated to consumers through SMS and other means.
- (5) Where load shedding has to be resorted to due to unforeseen reduction in the availability of power, or for other reasons, consumers may be informed of the likely time of restoration of supply through SMS and other means.
- (6) Load shedding should be carried out in different sub-stations / feeders to avoid frequent load shedding affecting the same sub-stations / feeders.
- (7) The ESCOMs should 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 ESCOMs in the State about the possibility of inter-ESCOM load adjustment during the month.
- (8) The ESCOMs shall submit to KERC their 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.

(9) The ESCOMs shall also propose specific measures for minimizing load shedding by spot purchase of power in the power exchanges or bridging the gap by other means.

(10) The ESCOMs shall submit to the Commission sub-station wise and feeder-wise data on interruptions in power supply every month before the 5th of succeeding month.

The Commission had directed that the ESCOMs shall make every effort to minimize inconvenience to consumers strictly complying with the above directions. The Commission had indicated to review the compliance of directions on a monthly basis for appropriate orders.

Compliance by the CESC:

- Load shedding required for planned maintenance of distribution networks are being notified in daily newspapers in advance by the concerned O&M officials.
- At present the "SLDC" is instructing the CESC regarding shortfall in power and based on real time allocation of power due to shortfall, CESC is taking action to effect unscheduled load shedding on the identified specific sub-stations and feeders on rotation basis.
- Unscheduled load shedding is being informed to all Superintending Engineers O&M circle, Executive Engineers O&M divisions through SMS for intimating to consumers. The CESC is informing all 220kV stations to effect load shedding through "DCC" established at Mysuru. Also, the CESC is taking action to intimate the unscheduled load shedding to the public through newspapers and FM radio channel during shortfall in generation.
- CESC is implementing uniform load shedding in all the 5 districts.
- At present, SLDC is monitoring inter-ESCOM availability and allocation of power.

- The details of sub-station feeder-wise interruption data (both number and duration of interruptions) are being submitted to the Commission every month in the form of PQM statements.
- The CESC is submitting the projection of availability and demand for power and any unavoidable load shedding for every succeeding month in the last week of the preceding month to the Commission. Projection of availability and demand for power and any unavoidable load shedding details for the month of September and October 16 are herewith enclosed as **Annexure-1**.

“Development & deployment of web based Feeder-wise Data Analysis and Outage Management (FDA&OM) along with support and maintenance for a period of one year in CESC”.

The CESC has taken action towards implementation of an “Application Software namely **“Feeder-wise Data Analysis and Outage Management”** for providing information on time and duration of unscheduled interruptions to the consumers through SMS. This application also helps avoiding of load shedding of the same sub-stations/feeders considered for load shedding by rostering based on feeder priority.

- The Work has been awarded to M/s Idea Infinity IT solutions Pvt. Ltd, Bengaluru, on 7-1-2016.
- The implementation of application is in progress.
- The sample data has been shared to M/s Infinity IT solutions Pvt. Ltd, Bengaluru by SLDC on 9-3-2016.
- The test file from MCC was pushed to FDAOM application server on 22.04.2016 and sample reports were generated and accepted.
- From May, 2016, the data is pushed to FDAOM application server on real time basis.
- Daily reports and monthly reports are generated and also the same application is used for generation of JSON files of reports required by the Nation Power Portal (NPP) web portal where in REC (Rural Electrification Corporation) will be pushing the SMS to the consumers at its own cost for one year and this is in progress.

- The application is likely to 'go live' from 1.05.2016 and User Acceptance Test is completed on 08.08.2016
- The outage management module still needs improvement and specifications w.r.t SMS gateway to integrate to field officers of the CESC and station mobile numbers that are in CUG are still under development.
- At present through this application only the scheduled outage is being intimated to CESC officials and elected representatives through SMS as the input to this application is SCADA data where in the bifurcation between scheduled and un-schedule interruption cannot be made.
- The outage Management module developed is now taken up for improvement to send SMS to MPs, MLAs, VIPs, HT and EHT consumers at the first instance. Mobile telephone numbers of all the consumers are being collected and sending SMS to all consumers will be taken up in phased manner.
- Also, the 11kV feeder consumer mapping is not completed and data collection is in progress. After completion of this, the consumers can be intimated through SMS.

Commission's views:

The Commission notes that the CESC has not expedited the 'application software' which it has been developing for integration with the SCADA data to enable providing information to the consumers through SMS in advance regarding the time and duration of probable interruptions. There is no progress in this regard as there is no change in the status as compared to the status of the last year. The Commission notes that the CESC has not effectively and satisfactorily complied with the directive on load shedding. The CESC shall expedite development of necessary software and other process required to inform consumers through SMS regarding both scheduled and un-scheduled load shedding due to reasons such as system constraints, breakdowns of lines/equipment,

maintenance etc. This would certainly address significantly the consumers' dissatisfaction on this issue and prevent inconvenience/disruption caused to industrial consumers.

Further, the Commission observes that the CESC is not submitting 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 to the Commission, regularly. The CESC shall henceforth, submit the same regularly to the Commission without fail.

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

vi. Directive on Establishing a 24x7 Fully Equipped Centralized Consumer Service Center for Redressal of Consumer Complaints:

The directive was as follows:

"The CESC is directed to put in place a 24x7 fully equipped Centralized Consumer Service Center at its Headquarters with state of the art facility/system for receiving consumer complaints and monitoring their redressal so that electricity consumers in its area of supply are able to seek and obtain timely and efficient services / redressal in the matter of their grievances. Such a Service Center shall have adequate number of desk operators in each shift so that consumers across the jurisdiction of the CESC are able to lodge their complaints directly with this Centre.

Every complaint shall be received on a helpline telephone number by the desk operator and registered with a docket number which shall be intimated to the consumer. Thereafter, the complaints shall be transferred online / communicated to the concerned field staff for resolving the same. The concerned O&M / local service station staff shall visit the

complainant's premises / fault location at the earliest to attend to the complaints and then inform the Centralized Service Centre that the complaint is attended. In turn, the call Centre shall call the complainant and confirm with him whether the complaint has been attended to. The complaints shall be closed only after receiving consumer's / complainant's confirmation. Such a system should also generate daily reports indicating the number / nature of complaints received, complaints attended, complaints pending and reasons for not attending to the complaints.

The CESC shall publish the details of the complaint handling procedure / Mechanism with contact numbers in the local media periodically for the information of the consumers. The compliance of the action taken in the matter shall be submitted to the Commission within two months from the date of this Order.

Further, the Commission directs the CESC to establish/strengthen 24x7 service stations, equipping them with separate vehicles and adequate line crew, safety kits and maintenance materials at all its sub-divisions including rural areas for effective redressal of consumer complaints".

Compliance by the CESC:

- The CESC has already put in place during December, 2011, a 24x7 fully equipped centralized Consumer Service Centre at its Headquarters at Mysuru with state of the art facility / system for receiving consumer complaints and monitoring their redressal so that electricity consumers in its area of supply are able to seek and obtain timely and efficient services / redressal in the matter of their grievances.
- 29 numbers of 24x7 service stations are established at 19 sub-divisions. These service stations are equipped with vehicles, crew, safety kits and maintenance materials for effective redressal of consumer complaints. Further, there are 32 service stations yet to

be established in the sub-divisions/sections and the same will be established by March, 2018.

Infrastructure at call Centre:

- Single window customer care centre is connected directly to data centre; for online user service.
- Call centre is equipped with IVRS server, 15 PCs, IP phones, Fax server etc.
- Customers can call Toll Free telephone number 1800-425-1916. The toll free number is published in all leading newspapers, Company web site & also printed at the back of the monthly consumer electricity bills, so that consumers can utilize this facility for their queries.
- Call centre has IVRS server facility for operator free customer interaction.

Manpower at Customer Care Centre:

- An Assistant Engineer, 4 team leaders and 16 customer care representatives (CCR) are working at customer care centre.
- One team leader with 4 CCRs are working round the clock to address the customer complaints/requests.

Work at Customer Care Centre:

- Wide publicity has been given to the helpline number "1912" by publishing in all leading English and Kannada newspapers. A caller tune has been implemented in all CUG Mobile Numbers of CESC officers/service station to intimate public to call "1912" for registration of electricity complaints.
- A complaint received at customer care centre will be registered immediately in the software and docket numbers are intimated simultaneously to consumers and to the concerned sub-divisional officer/ section officer or local service station automatically via SMS to their mobile numbers. Once the complaint is resolved, the status of complaint will be updated by concerned sub-divisional officer/

section officer / local service station or customer care executive, closing the docket. The consumers can also track the status of their complaint through online.

- The complaints which are not solved as per SoP will be escalated to higher officers.
- Web based PGRS (Public Grievance Redress system) software is installed successfully on 22.9.2015 and working satisfactorily enabling fast complaint registration and redressal at customer care centre. Provision of consumer complaints registration through various sources like; helpline, SMS, Email, Web, Facebook and retrieving of consumer history is available in the software.

Further, the CESC is taking all steps to ensure that, complaints of consumers are registered only through the centralized consumer service Centre, for proper monitoring of disposal of complaints registered. The CESC has also published the contact number of the centralized Consumer Service Centre regularly in the local media and other modes like FM Radio periodically for the information of public for ensuring that all the complaints of consumers are registered only through the centralized consumer service Centre, for proper monitoring of disposal of complaints registered.

Commission's Views:

The Commission takes note of the fact that CESC has established a 24x7 customer care centre and has taken various measures for redressal of consumer complaints. The CESC should continue its efforts in improving delivery of consumer services to reduce the consumer complaint downtime so as to ensure that prompt services are extended to them. In this regard, the CESC should develop necessary capacity and infrastructure for prompt and effective response to attend to the consumer complaints regarding breakdown of lines/equipment, failure of transformers etc., resulting in interruptions in power supply. In addition to this, the CESC should take up necessary action to continuously sensitize its

field staff so that they need to discharge their work efficiently and effectively.

The Commission reiterates its directive to the CESC to publish the complaint handling procedures / contact number of the centralized Consumer Service Centre in the local media and other modes periodically for the information of the public and ensure that all the complaints of consumers are registered only through the centralized consumer service centre for proper monitoring of disposal of complaints registered. The compliance in this regard shall be furnished regularly once in a quarter, to the Commission.

vii. Directive on Energy Audit:

The Commission had directed the CESC to prepare a metering plan for energy audit to measure the energy received in each of the Interface Points and to account for the energy sales. The Commission had also directed the CESC to conduct energy audit and chalk out an Action Plan to reduce distribution losses to a maximum of 15 per cent wherever it was above this level in towns/ cities having a population of over 50,000.

The Commission had earlier directed all the ESCOMs to complete installation of meters at the DTCs by 31st December, 2010. In this regard the ESCOMs were required to furnish to the Commission the following information on a monthly basis:

- a) Number of DTCs existing in the Company.
- b) Number of DTCs already metered.
- c) Number of DTCs yet to be metered.
- d) Time bound monthly programme for completion of work.

Compliance by the CESC:

- The energy audit of all the feeders as per the formats prescribed by the Commission is being submitted from December, 2015, onwards. So far the energy audit of 439 feeders and 4,779 DTCs has been

submitted. The energy audit for the month of April, May and June, 2016 has already been submitted to the Commission.

- The distribution loss calculation for the FY16 for all the existing 1,396 feeders is calculated and has been furnished to the Commission vide letter No: CESC/GM(Coml.)/ RA-1/2/16-17/7630/21.07.2016. The same has been enclosed as Annexure-2.

Status as on 30-09-2016:

- 372** numbers of exclusively agricultural feeders have been commissioned. There are **37,028** distribution transformers on these feeders. Metering is not required in respect of these transformers as the feeder consumption is being considered for calculation of IP-set consumption.
- 8,261** numbers of water supply installations have been serviced and all of them are in rural areas. Each of these water supply installations has been provided with an independent distribution transformer. As such metering is not required in respect of these transformers also.
- 27,289** numbers of DTCs have to be provided with meters. The details are furnished below:

Particulars	Existing DTCs	Metered DTCs	DTCs where meters are not required	DTCs to be metered
Urban (non-RAPDRP)	6,122	3,723	0	2,399
Urban (RAPDRP)	7,064	7,064	0	0
Rural	86,877	16,698	45,289	24,890
Total	1,00,063	27,485	45,289	27,289

Energy Audit of Towns under R-APDRP:

- ❖ MDA/MDM Modules of R-APDRP towns are under UAT stage. M/s Infosys, along with R-APDRP nodal officer of BESCO, is conducting UAT at Bengaluru. The percentage of completion is around 85. The UAT of these modules will be completed within December 2016 and

once it is completed and proper consumer tagging is done, the energy audit of feeders/DTC will be made available in the RAPDRP-portal. At present town-wise energy audit of R-APDRP towns is available and it is consistent. The same has been submitted to PFC, New Delhi also.

- ❖ GIS - Mapping of network assets and consumers, to the R-APDRP system is being affected once in six months and recently (October, 2016) second iteration for all the twelve towns is completed and is being updated. However, updating the data by M/s Infosys in R-APDRP system will be completed by the end of November, 2016.
- ❖ The town-wise/ city-wise energy audit of RAPDRP towns/cities for FY16 as well as for FY17 up to September, 2016 is enclosed as **Annexure-6 and Annexure 6a.**

In respect of rural DTCs, the consumption of exclusive agricultural feeders is being obtained from the sub-stations, after completion of the works of bifurcation of agricultural and non-agricultural feeders under the NJY scheme. So far, as at the end of September 2016, 372 exclusive agricultural feeders are existing in the CESC.

- The Metering of non-agricultural DTCs will also be taken up at the earliest.
- The loss levels of distribution transformers (including those under RAPDRP) for which energy audit has been carried out as at the end of September, 2016 are as given below:

Month / year	Total No. of DTCs for which energy audited			DTC energy loss analysis				
	Urban	Rural	Total	<5%	5-10%	10-20%	20-30%	>30%
April'16	6,383	385	6,768	2,501	2,719	1,252	261	35
May'16	6,445	389	6,834	2,547	2,723	1,407	133	24
June'16	6,477	314	6,791	2,645	2,644	1,383	109	10
July'16	6,507	281	6,788	2,877	2,435	1,372	98	6
Aug'16	6,935	309	7,244	2,938	2,774	1,390	137	5
Sep'16	6,262	433	6,695	3,003	2,387	1,125	178	2

- The loss levels of distribution transformers for which energy audit has been carried out for FY 6 are as given below:

Month / year	Total No. of DTCs for which energy audited			DTC energy loss analysis				
	Urban	Rural	Total	<5%	5-10%	10-20%	20-30%	>30%
April'15	2,868	45	2,913	1,435	1,019	421	36	2
May'15	2,889	45	2,934	1,428	1,047	434	23	2
June'15	2,994	45	3,039	1,517	1,055	450	17	0
July'15	2,942	45	2,987	1,391	1,073	500	21	2
Aug'15	2,910	10	2,920	1,311	1,148	429	30	2
Sep'15	3,346	10	3,356	1,323	1,240	743	35	15
Oct'15	3,618	14	3,632	1,518	1,332	718	57	7
Nov'15	3,874	41	3,915	1,612	1,498	736	63	6
Dec'15	4,165	85	4,250	1,625	1,789	800	30	6
Jan'16	5,539	158	5,697	2,409	2,152	905	116	115
Feb'16	6,076	185	6,261	2,550	2,435	1,088	160	28
Mar'16	6,324	99	6,423	2,497	2,516	1,215	174	21

Action is being initiated to bring down the losses in respect of transformers where the losses are more than 10 per cent. The remedial measures initiated to reduce loss levels are indicated in **Annexure- 7**.

Further, the CESC has furnished the details of energy audit for FY16 as well as FY17 (upto September 2016) vide Annexures 6a and 6b in the application for APR for FY16. However, the energy audit details for FY17 up to November 2016 are enclosed as **Annexure-18**. The action plan for reduction of loss levels has been furnished vide Annexure-7 to the application for APR for FY16. The comparative statement of losses recorded in towns and cities for FY16 as against FY15 are enclosed vide **Annexure- 19**.

The reasons for not taking up the energy audit of all DTCs, where the meters have been provided are as follows:

- Metered DTCs are idle without loads
- Display/ MNR problems.
- Meter burnt out.
- CT failures.
- Meters are not synchronized in AFT Web Link.
- Communication issues remain in rural area and problems in establishing communication with modems are being encountered.

- Tagging of installations to the DTC is underway and whenever new transformers are commissioned, creation of new transformer code and transfer the installations to these new DTCs could not be carried out easily due to software constraint. Now bulk shifting of installations from one DTC to other is made available in the TRM software.

Commission's Views:

It is observed that the monthly energy audit reports of cities/towns with detailed analysis are not being submitted by the CESC regularly to the Commission. The Commission directs the CESC to conduct energy audit of identified cities/towns and initiate necessary measures on the basis of energy audit results to reduce the technical losses and improving collection efficiency to achieve the mandated A T & C loss of less than 15 per cent. The CESC is directed to submit compliance thereon regularly to the Commission.

The Commission further notes that the CESC despite completing significant percentage of the metering of the DTCs, it has failed to take up DTC-wise energy audit, citing non-completion of tagging of consumer installations with the concerned feeders/DTCs, CT failures and synchronization issues. The stand repeatedly taken by the CESC for the last three years that tagging of consumer details with the concerned feeders/DTCs is not completed does not augur well for the Company which wants to run its business on commercial principles. This shows that the CESC is not serious about conducting energy audit and taking remedial measures to reduce losses in order to run its business efficiently. The Commission views with displeasure, the delay on the part of the CESC to complete the tagging of consumer installations and take up the DTC-wise energy audit.

The CESC is directed to take up energy audit of DTCs where meters have already been installed and to initiate remedial measures for reducing energy losses in the distribution system. The compliance in respect of DTC-wise energy audit conducted with analysis and the remedial action

initiated to reduce loss levels shall be submitted every month regularly to the Commission.

Further, the CESC is directed to submit to the Commission the consolidated energy audit report for the FY17, as per the formats prescribed by the Commission, vide its letter No: KERC/D/137/14/91 dated 20.04.2015, before 15th May, 2017.

vii. Directive on Implementation of HVDS:

In view of the obvious benefits in the introduction of HVDS in reducing distribution losses, the Commission had directed the CESC to implement High Voltage Distribution System in at least one O&M division in a rural area in its jurisdiction by utilizing the capex provision allowed in the ARR for the year.

Compliance by the CESC:

- In the present scenario, CESC is putting up one DTC for each Ganga Kalyana IP-set as well as water supply installations and is providing one DTC for every three IP-sets serviced under regularization scheme.
- DTCs provided for the above works are large in number and are analogous to HVDS concept.
- As on 30.09.2016, there are 1,495 feeders in CESC (Agri-372, Rural-413, NJY-266, Urban-444)
- Bifurcating non-agricultural loads from rural feeders is being undertaken and this addresses all our load needs. Therefore, this is the reason that the Board of Directors have decided to do away with HVDS in CESC, because it would be a waste of public funds to invest in non-productive scheme.

It has been CESC's view that HVDS is not required in its area as the coverage of NJY under phase-1 and phase-2 is massive (number of feeders added 306, number of transformer added 9,495).

The table below gives an overview of the DTCs added, HT/LT line added and HT/LT ratio in CESC for the past five years.

Year	2011-12	2012-13	2013-14	2014-15	2015-16
DTCs added	3,780	6,004	10,829	10,057	10,172
HT line added	1,313.43	1,726.42	4,514.02	5,164.98	4,323.80
LT line added	971.30	1,082.26	1,800.56	1,842.36	4,260.55
HT lines	31,252.12	32,978.55	37,492	42,657	46,981
LT lines	70,392.07	71,474.33	73,275	75,117	79,378
HT/LT ratio	1:2.25	1:2.16	1:1.95	1:1.76	1:1.68

It can be seen from the above that there is a huge jump in number of DTCs and the HT lines added during every year from 2013-14 onwards. This addition has effectively decreased HT/LT ratio to 1:1.68 by FY-16. Further, the trend is maintained even in the FY17. Commensurately, distribution loss is also seen in the downward trend and the CESC is achieving the stipulated target figure approved by the Commission in this regard.

Commission's Views:

The Commission has been directing the ESCOMs to identify one sub-division in each ESCOM with high LT / HT ratio and high distribution loss levels, so that substantial loss reduction could be achieved by implementing the HVDS in such sub-divisions. Further, the Commission, with a view to bring down the cost of implementation of HVDS, had issued revised guidelines to all the ESCOMs directing them to implement the HVDS in their sub-divisions/feeders having the highest distribution losses.

However, the CESC has not taken up implementation of HVDS in its jurisdiction contending that providing one DTC for every three IP-sets serviced under regularization scheme is akin to implementation of HVDS.

The Commission is of the view that implementation of the HVDS for the agricultural feeders segregated under NJY scheme, wherever high losses are prevailing, is necessary to reduce the distribution losses significantly. However for the present, the Commission has taken note of the decision

of the CESC that it has decided not to implement HVDS in its jurisdiction citing various reasons in support of its decision.

viii. Directive on Nirantara Jyothi – Feeder Separation:

The ESCOMs were directed to furnish to the Commission the programme of implementing taluk wise 11 KV feeders segregation with the following details

- a) Number of 11 KV feeders considered for segregation.
- b) Month wise time schedule for completion of envisaged work.
- c) Improvement achieved in supply after segregation of feeders.

Compliance by the CESC:

NJY Phase-1:

The CESC has taken initiatives to commission the completed feeders on top priority and to complete and commission the feeders where the works are in progress. An action plan was made and 125 feeders have been commissioned under NJY phase-1 as at the end of October, 2016. Action is being taken to commission the remaining feeders.

Further, the works are under progress in 5 feeders and the same will be completed before December, 2016. The delay in completion of these 5 feeders was due to pending approvals from the Railway / Forest authorities.

The progress of NJY phase-1 as at the end of October, 2016, and action plan to complete the works are as detailed below:

No. of talukas covered	Total feeders	Feeders			Action plan		
		completed	commissioned	balance	Nov' 16	Dec' 16	Total
10	135*	130	125	5	2	3	5

*As per DPR, 161 NJY feeders were proposed, however, due to field constraints, work on 26 feeders could not be taken up and the same is proposed to be taken up in DDUGJY for which tenders are invited.

NJY Phase-2:

Out of 235 feeders proposed, works on 196 feeders have been completed, out of which 176 feeders have been commissioned as at the end of October 2016. Action is being taken to commission the completed feeders.

Out of the remaining 39 feeders, work is in progress in 27 feeders and the works on 12 feeders are to be taken up.

The progress of NJY phase-2 works as at the end of October, 2016, and action plan for completing the works are as detailed below:

No. of taluks covered	Total feeders	Feeders		
		completed	commissioned	Balance
14	235	196	176	39

Action Plan					
Nov'16	Dec'16	Jan'17	Feb'17	Mar'17	Total
6	6	6	9	12	39

The CESC is taking all the necessary measures to complete and commission the proposed feeder works under NJY scheme as per the action plan.

Further, M/s CPRI has been entrusted with the task of analysing the benefits to the system post implementation of NJY scheme and the report will be submitted to the Commission in due course.

Further, regular inspections and patrolling are being conducted by the O&M staff to ensure that NJY feeders are not tapped illegally for running IP-sets. Nine cases of unauthorized tapping of IP sets on NJY feeders have been booked and one consumer in Kollegal has also been imprisoned. The details are furnished below:

Sl. No	Date	Division	Name	CL	Units	BBC in Rs	Compounding fee in Rs
1	21-05-16	Mandya	Shivaswamy S/o Nanjaiah	4kW	8460	77,414	6,000/-
2	23-05-16	Mandya	Devegowda S/o late Chikkakarigowda	5HP	675	6,588	10,000/-
3	27-05-16	Maddur	Basavaraju S/o Rachaiah	5 HP	2686	26,215	10,000/-
4	03-06-16	Mandya	Buragegowda S/o late Lingaiah	3.75 KW	2025	19,764	5,000/
5	03-06-16	Mandya	Siddaiah S/o Thimmegowda	4.75 kW	4050	39,528	10,000/
6	07-06-16	Mandya	Devegowda S/o Kalegowda	6 kW	2160	21,082	8,000/
7	21-06-16	Mandya	Shankaregowda S/o Sannegowda	3.75kW	2700	26,352	10,000/-
8	21-05-16	Kollegal	Siddamallappa S/o K. Basappa	3.75kW	8100	71,928	10,000/-
9	08-07-16	Nanjanagud	Kariyappa S/o Bettegowda	3.75kW	1343	13,108	10,000/-

Commission's Views:

The Commission notes that the CESC has commissioned totally 301 feeders under both NJY phase 1&2. But, it has not expedited total commissioning of the NJY works. In fact, there has been an inordinate delay on the part of the CESC in completion of the NJY works, across its jurisdiction which has only resulted in non-realization of envisaged benefits set out in the DPR when the project was initiated.

The CESC is hereby directed to complete and commission the remaining 44 feeders expeditiously and thereafter carry out the analysis of those feeders so as to ensure that the objectives set out as per the DPR are accomplished. Further, the CESC shall continue to ensure that NJY feeders are not tapped illegally for running IP-sets which would defeat the very purpose of feeder segregation scheme undertaken at huge cost. The consumers who are found to be tapping the NJY feeders need to be dealt with seriously for theft of energy. The field officers/officials who fail to note and curb illegal tapping shall be personally held responsible for these irregularities.

Further, the Commission notes that the CESC has not carried out the analysis of feeders already commissioned under NJY phase 1&2. The Commission is of the view that the benefits accrued to the system in terms of reduction in failures of distribution transformers; improvement in tail-end voltage; improvement in supply/reduction in interruptions and increase in metered consumption needs to be known by conducting proper analysis. It is also necessary to know whether such analysis reveals that the consumers are satisfied in the wake of increased number of hours of availability of quality power, post implementation of NJY.

Further, it is noted that the CESC has already segregated significant number of feeders under NJY phase 1 & 2 works and consequent to this, agricultural feeders are exclusively used to supply power to rural IP loads and the energy consumed by the IP-sets could be more accurately measured at the 11 KV feeders at the sub-stations after duly allowing for distribution losses in 11 KV lines, distribution transformers and LT lines. The CESC is directed to report every month, specific consumption and the overall IP-set consumption only on the basis of data obtained from agricultural feeders' energy meters as per the formats prescribed by the Commission.

The Commission reiterates its directive to the CESC to continue to furnish the details of feeder-wise IP-set consumption based on the data of energy meters fixed to the 11 KV feeders, to the Commission, every month in respect of agriculture feeders segregated under NJY.

ix. Directive on Demand Side Management in Agriculture:

In view of the urgent need for conserving energy for the benefit of the consumers in the State, the Commission had directed the CESC to take up replacement of inefficient pumps with energy efficient pumps approved by the Bureau of Energy Efficiency, at least in one sub-division in its jurisdiction.

Compliance by the CESC:

A pilot project of Agriculture DSM in Malavalli Taluk of Mandya district was taken up for implementation after entering into an agreement with M/s EESL, New Delhi, on 06.08.2013. In this programme, the existing inefficient pump sets are to be replaced by energy efficient pump sets at free of cost to farmers. The details are as follows:

- As on date, the CESC has replaced 1,337 IP sets coming under five 11kV feeders of Malavalli taluk by energy efficient pump sets.
- It has been proposed for replacement of 1,753 existing IP-sets with energy efficient pump sets in Varuna and TN Pura area of Mysuru district.
- Further, as per the directions of Energy Department, GoK, a list containing the details of one lakh inefficient pump sets were furnished in the required format for replacement of the same by energy efficient pump sets, wherein 1,753 pump sets of Varuna and TN Pura were also included. After approval of the project, the detailed project report will be submitted before to Commission.

Commission's Views:

The Commission notes that there is no change in status of replacement of inefficient irrigation pump sets by efficient pump sets, as compared to the previous year. It is also noted that the agriculture DSM project to be taken up by the CESC in T.N. Pura and Varuna areas of Mysuru district covering 1,753 numbers of IP-sets, has not progressed as targeted. It is important that the CESC expedites this work so as to complete it in time to enable the farmers to avail the benefits of this scheme at the earliest. Further, the CESC should also give emphasis on implementation of DSM measures in the other parts of its jurisdiction as the results of the pilot project as reported by it have indicated that around 36 per cent savings in energy due to replacement of inefficient pumps with efficient ones. Therefore, the CESC needs to focus on early implementation of DSM measures by

necessary coordination with all the stakeholders concerned agreeing on crucial measurement and verification methodology for scaling up the DSM measures in its entire jurisdiction.

The Commission directs the CESC to expedite implementation of agriculture DSM project in T.N. Pura & Varuna and submit the compliance thereon to the Commission within three months from the date of this Order.

x. Directive on Lifeline Supply to Un-Electrified Households:

The Commission had directed the ESCOMs to prepare a detailed and time bound action plan to provide electricity to all the un-electrified villages, hamlets and habitations in every taluk and to every household therein. The action plan was required to spell out the details of additional requirement of power, infrastructure and manpower along with the shortest possible time frame (not exceeding three years) for achieving the target in every taluk and district. The Commission had directed that the data of un-electrified households could be obtained from the concerned Gram Panchayaths and the action plan be prepared based on the data of un-electrified households.

Compliance by the CESC:

Under RGGVY 12th Plan, the electrification of un-electrified households of previous Plans and newly added un-electrified households were proposed in all the 5 districts of CESC and the details are as follows:

Sl. No	District	No. of habitations covered	No. of BPL households	No. of rural households	Project cost in Rs crore	Sanctioned by M.O.P
1	Mysuru	1,621	14,274	33,401	18.84	Yes
2	Mandya	1,610	10,824	23,336	12.48	Yes
3	Chamarajnagara	681	10,504	20,099	19.69	No
4	Hassan	3,515	23,316	40,157	30.35	No
5	Coorg	435	6,287	21,177	12.92	No
Total		7,862	65,205	1,38,170	94.30	

- Survey and preparation of DPR was entrusted to M/s RECPDCL, New Delhi.

- Sanction from MoP for electrification of households in Mysuru and Mandya districts is obtained. A Lol has already been issued and the works are in progress in these two districts.
- Sanction for Chamarajnagar, Hassan and Coorg districts were pending. But, before sanction of these schemes, DDUGJY scheme was launched.
- The CESC has identified 67 hamlets covering 2,772 BPL households to electrify hamlets and BPL households under DDG (Decentralized Distributed Generation) scheme. The following are the details:
 - a. 29 hamlets, covering 1,539 BPL households have been sanctioned by "REC". DWA has been issued on 16.11.2015 for two packages and on 02.01.2016 for one package.
 - b. 11 hamlets, covering 818 BPL households have been sanctioned by "REC". Tender was invited and the evaluated reports have been sent to REC on 14.09.2016 for approval.
 - c. In respect of 27 hamlets, covering 415 BPL households, tender has been processed in anticipation of approval from REC. The tender evaluation report has been sent to REC on 14.09.2016, for approval.

The details of un-electrified Rural Households (RHh) identified and the progress achieved as on 31.08.2016 is as follows;

No. of un-electrified households identified as at the end of Mar'16	No. of un-electrified households electrified from April' to Aug'16	Balance to be electrified	Target date for completion
1,99,700	28,058	1,71,642	Dec' 2018

It is proposed to cover the above un-electrified RHh under various schemes as detailed below:

Scheme	area covered	No. of un-electrified rural households covered	remarks
RGVY 12 th Plan	Mysuru and Mandya districts	56,666	Work is in progress
DDG	67 hamlets of Mysuru, Kodagu and Chamarajanagara districts	28,00	DWA issued for 29 hamlets
DDUGJY	Mysuru, Mandya, Hassan, Chamarajanagar & Kodagu districts	58,269	Tender invited on 03.09.2016 for all 5 districts
DDUGJY additional proposal (left out RGGVY 12 th Plan)	Hassan, Chamarajanagara & Kodagu districts	81,965	Proposal submitted to REC for additional sanction
Total		1,99,700	

Note:

- Under DDUGJY scheme, it was proposed to electrify 1,02,048 BPL households. But, as per revised allocation given for rural electrification works, it is proposed to electrify 58,269 un-electrified rural households (covering 48,768 BPL households) under DDUGJY scheme over a period of 2 years from the date of award of works. A Notification Inviting Tender (NIT) has been published on 03.09.2016.
- Since the revised allocation given for RE works under DDUGJY is not sufficient to cover all the un-electrified households, a proposal has been forwarded to REC to sanction DPR submitted under RGGVY XII Plan for 3 districts under DDUGJY scheme to cover electrification of balance un-electrified rural households.

The total number of households electrified up to November 2016 under various schemes in the CESC is 31,508.

Commission's Views:

The Commission expresses its displeasure over the CESC's tardy progress and apparent lack of seriousness in electrification of un-electrified households, in its jurisdiction. Even after lapse of so many years there are a large number of households without electricity, which is a matter of serious concern.

Further, the Commission concerned about the slow pace of progress of this programme, in its previous Tariff Orders had directed the CESC to cover electrification of 5 per cent of the total identified un-electrified households every month beginning from April, 2015 so as to complete this programme in about twenty months. However, the progress achieved in electrification of households so far by the CESC is disappointing.

The Commission therefore directs the CESC to initiate action to provide electricity to the un-electrified households and cover all the remaining households, expeditiously and report compliance thereon to the Commission on the monthly progress achieved from May, 2017 onwards. The Commission, as already indicated in the earlier Tariff Orders, would be constrained to initiate penal proceedings under section 142 of the Electricity Act, 2003, against CESC, in the event of its continued non-compliance of the directive.

xii. Directive on Implementation of Financial Management Framework:

The present organizational set up of the ESCOMs at the field level appears to be mainly oriented to maintenance of power supply without a corresponding emphasis on realization of revenue. This has resulted in a serious mismatch between the power supplied, expenditure incurred and the revenue realized in many cases. The continued inability of ESCOMs to effectively account the input energy and its sale in different sub-divisions of the ESCOM in line with the revenue realization rate fixed by the Commission, urgently calls for a change of approach by the ESCOMs, so that the field level functionaries are made accountable for ensuring realization of revenues vis-à-vis the input energy supplied to the jurisdiction of sub-division/ division.

The Commission had therefore directed the CESC to introduce a system of Cost-Revenue Centre Oriented sub-divisions at least in two divisions, on a pilot basis, in its operational area and report the results of the experiment to the Commission.

Compliance by the CESC:

As directed by the Commission, the CESC has implemented the model suggested by the consultant M/s PWC in its entire jurisdiction covering all the divisions & sub-divisions to bring in accountability in relation to the quantum of energy recovered, sold and its cost in order to conduct the business on commercial principles.

Further, the CESC has reviewed the performance of the divisions for the period from April to September 2016 in respect of energy received, sold, average revenue realization and average cost of supply using the financial framework as directed in the Tariff Order.

The following areas for each month and as well as cumulative performance of the divisions are being analyzed at corporate level.

- 1)
 - a) Target Losses fixed and achievement level at each stage.
 - b) Target revenue to be billed and achievement level at each category.
 - c) Targeted revenue to be collected and achievement level at all categories.
- 2) Targeted distribution loss reduction when compared to previous years' losses.
- 3) Comparison of high performance divisions in sales with low performance divisions.

Further divisional officers have been directed to implement the same model at their sub-division levels. In this regard, workshops were also conducted at the corporate office.

The following measures have been taken to reach to targeted ARR and also achieve 100% collection efficiency.

1. Revenue Monitoring cell has been created for exclusively monitoring the 100% billing, collection along with arrears of previous months, analyzing sub normal consumption pattern, ensuring correct metering

- constants in billing, age-wise arrears' analysis to be collected, replacement of not recording meters etc.
2. Introducing Android mobile billing system.
 3. Introducing photo billing system in order to ensure the correctness of meter reading.
 4. SMS alerts to consumers regarding due date for electricity bill payment.

The CESC has achieved 97.82 % collection efficiency and 86.83 % billing efficiency from April to September 2016. The revenue demand achieved for FY16 is Rs. 5.54 as against the KERC approved demand of Rs. 5.67.

The analysis of the performance of all the divisions during September 16 using the financial framework is enclosed as **Annexure-3**.

Commission's Views:

The Commission had entrusted a study to the Consultants, M/s PWC, on implementation on Financial Management Framework to bring in accountability on the performance of the divisions / sub-divisions by analyzing the quantum of energy received, sold and cost so that the ESCOMs conduct their business on commercial principles. The Consultants had completed the study and submitted a report, which was forwarded to all the ESCOMs for its implementation.

The CESC has not submitted the compliance report in respect of implementation of Financial Management Framework, on quarterly basis to the Commission. The CESC is directed to submit the compliance regularly as directed.

The Commission notes that the CESC has taken up monitoring of the performance of divisions, using the financial framework Model suggested by the Consultants. The CESC is directed to continue reviewing the performance of the divisions & sub-divisions in relation to total energy received, sold, average revenue realization and average cost of supply

using the Model. Further, the CESC is directed to analyze the following parameters for each month to monitor the performance of the divisions/sub-divisions at corporate level.

- a) Target losses fixed and the achievement.
- b) Target revenue to be billed and achievement.
- c) Target revenue to be collected and achievement.
- d) Targeted distribution loss reduction when compared to previous years' losses.
- e) Comparison of high performance divisions in sales with low performance divisions.

Based on the analysis, the CESC needs to take remedial measures to ensure 100 per cent meter reading, billing, and collection.

The Commission reiterates its directive that the CESC shall review the performance of its divisions & sub-divisions using the financial management framework model and report compliance thereon on a quarterly basis to the Commission.

xiii. Directive on Prevention of Electrical Accidents:

The directive was as follows:

“The Commission has reviewed the electrical accidents that have taken place in the State during the year 2015-16 and with regret noted that as many as **430** people and **520** animals have died in the State due to these accidents.

From the analysis, it is seen that the major causes of these accidents are due to snapping of LT/HT lines, accidental contact with live LT/HT/EHT lines, hanging live wires around the electric poles /transformers etc., in the streets posing great danger to human lives.

Considering the above facts, the Commission had directed the CESC to prepare an action plan to effect improvements in the transmission and distribution networks and implement safety measures to prevent electrical

accidents. Detailed division wise action plans shall be submitted by the CESC to the Commission.

Compliance by the CESC:

The details of electrical accidents that have occurred during 2015-16 and up to September 2016 are appended below:

Sl. No	Year	No of accidents	Departmental		Non - departmental		Animals	Compensation paid in Rs lakh
			Fatal	Non-fatal	Fatal	Non-fatal		
1	2015-16	192	5	25	58	25	79	77.95
2	2016-17 (up to Sep'16)	101	2	10	32	8	49	34.24

A copy of the Safety Technical Manual prepared by the sub-Committee comprising of experts from the Advisory Committee constituted by the Commission has been uploaded on the CESC's website for the benefit of all the employees as well as the consumers.

Further, in order to prevent electrical accidents and spread awareness on conservation of energy and safety, following action plan has been initiated in the CESC.

- Identifying and rectification of hazardous installations like providing intermediate poles to lengthy spans, replacement of deteriorated service wires/conductors/poles, replacement of lower size conductor by higher size, restringing of loose spans, shifting the transformers and lines which are close to buildings or in dangerous locations etc.
- Proper periodical and preventive maintenance of the distribution system and cutting of tree branches coming in contact with power lines.
- Providing all safety equipment to linemen and surprise inspection of works to check use of safety equipment by them.
- Conducting safety meetings at section offices, to train the maintenance staff regarding use of safety equipment and safety procedures while working on lines like earthing on both sides of working zone, use of hand gloves, insulated tools, adherence to line clear procedure etc.

- Issuing Notices to consumers constructing the buildings near distribution network and to ensure proper clearances before servicing of new installations.
- Educating the consumers through media, interaction meetings, distributing pamphlets, regarding the safety precautions to be taken by them to avoid accidents.
- Exhibiting the safety advertisements containing safety aspects in prime locations during public programme, to educate the general public regarding the safety precautions to be taken to avoid accidents.
- Safety awareness advertisement at Railway Stations, Chandana TV Programme, Vividabharati Radio Programme.
- Safety awareness through street plays.
- Highlighting the issues of conservation of energy and prevention of electrical accidents on the reverse of the monthly electricity bills.
- Displaying hoardings at all district Headquarters and all offices of the CESC.
- Conducting quiz program, essay competition and debates among students studying in High schools, ITI and Diploma institutions.

Progress regarding action taken for reduction of electrical accidents as at the end of September 16

SI No	Details of Action taken		O&M Mysuru	CH nagar-Kodagu	Mandya	Hassan	Total	
1	Replacement of damaged/ deteriorated RCC/PSC, I Beam, Tubular, Ladder, Wooden poles	Nos	598	1,146	732	906	3,382	
2	Replacement of deteriorated Aluminium conductor	Ckm	6.92	112	6.4	0	125.32	
3	Enhancement of size of conductor	Ckm	5.99	0	3.77	0	9.76	
4	Replacement of copper conductor	Ckm	0	0	0.5	0	0.5	
5	Providing intermediate poles	HT line	Nos	209	6,497	80	321	7,107
6		LT line	Nos	265	2,964	91	1,754	5,074
7	No of slanted poles set right	Nos	296	604	140	1,313	2,353	

SI No	Details of Action taken		O&M Mysuru	CH nagar-Kodagu	Mandya	Hassan	Total
8	No of places where lines close to/ above the buildings are shifted	Nos	123	164	11	112	410
9	No of places where the transformers are shifted to safe place	Nos	10	19	8	4	41
10	No of poles where jumbled service main connections are set right	Nos	822	2,108	35	937	3,902
11	No of poles where LT kits/ MCCBs are provided	Nos	30	127	50	0	207
12	Aerial bunched cables provided	kms	7.133	0	1.77	0	8.903
13	No of awareness programs for public conducted	Nos	84	12	9	39	144
14	No of training programs to field staff conducted	Nos	39	15	4	231	289
15	No of other preventive maintenance works like tree cutting, restringing of wires, providing proper fuses, replacement of lead wires, providing proper earthing etc., is carried out	Nos	1,018	1,477	107	2,564	5,166

Progress regarding action taken for reduction of electrical accidents up to March, 2016 (15-16)

Sl. No.	Details of action taken		O&M Mysuru	CH nagar-kodagu	Mandya	Hassan	CES C total
1	Replacement of damaged/ deteriorated RCC, PSC, I-Beam, Tubular, Ladder, Wooden Poles	Nos	1,588	1,872	1,208	875	5,543
2	Replacement of deteriorated Aluminium Conductor	Ckm	35.685	145	46	2.845	229.53
3	Enhancement of size of Conductor	Ckm	76.055	0	128.707	0	204.762
4	Replacement of Copper Conductor	Ckm	3.71	1.68	14.24	0	19.63

Sl. No.	Details of action taken		O&M Mysuru	CH nagar-kodagu	Mandya	Hassan	CES C total
5	Providing intermediate poles	Nos	767	4,719	272	4,091	9,849
6		Nos	670	2,343	289	1,519	4,821
7	No of slanted poles set right	Nos	1,233	1,075	477	1,907	4,692
8	No of places where lines close to /above the buildings are shifted	Nos	509	218	42	413	1182
9	No of places where the transformers are shifted to safe place	Nos	123	40	35	57	255
10	No of places where jumbled service main connections are set right	Nos	1,762	3,587	116	2,789	8,254
11	No of places where LT kits /MCCBs are provided	Nos	221	448	155	95	919
12	No of places where Aerial Bunched cables are provided	Nos	5	20	0	0	25
13	No of awareness programs for public conducted	Nos	235	200	9	47	491
14	No of training programs to field staff conducted	Nos	154	157	14	403	728
15	No of other preventive maintenance works like tree cutting, restringing of wires, providing proper fuses, replacement of Lead wires, Providing Proper earthing etc., is carried out	Nos	3,720	3,083	448	12,572	19,823

Vigilance Activities

In CESC, level-wise inspection drives are being carried out to check theft of energy and misuse of energy. The progress achieved during FY16 and FY17(as on October 16) are as given below:

Sl. No	Particulars	FY16	FY17 (Sep'16)
1	Installations inspected in Nos	56,416	19,754
2	Discrepancies detected in Nos	4,020	3,534
3	No of cognizable cases booked	863	392
4	Non cognizable cases booked	3,157	3,142
5	Penalty levied in Rs. lakh	1,170.42	868.96
6	Penalty collected in Rs. lakh	992.48	564.1

Jana Samparka Sabhas

Jana Samparka sabhas are being frequently conducted at all sub-divisional levels to get firsthand information and solve the grievances of the consumers. Wide publicity is given and senior officers attend these Jana Samparka Sabhas. The details of Janasamparka Sabhas conducted from April to September 2016 as well as for the period April to March16 are furnished below:

Name of the circle	Apr' 16	May' 16	Jun' 16	Jul' 16	Aug' 16	Sep' 16	Total
O&M, Mysuru	3	0	3	0	2	0	8
CH Nagar-Kodagu	0	1	0	1	0	1	3
Mandya Circle	6	2	3	2	1	2	16
Hassan Circle	1	0	0	1	0	6	8
CESC Total	10	3	6	4	3	9	35

Details of Janasamparka Sabha from April 2015 to March 2016

Name of the circle	Apr' 15	May' 15	Jun' 15	Jul' 15	Aug' 15	Sep' 15	Oct' 15	Nov' 15	Dec' 15	Jan' 16	Feb' 16	Mar' 16	Total
O&M, Mysuru	5	6	7	7	5	2	7	3	1	4	4	3	54
Ch nagar-Kodagu	0	1	0	0	0	2	1	2	0	0	0	0	6
Mandya	1	0	1	3	2	2	1	0	1	2	0	1	14
Hassan	16	0	13	0	6	0	0	5	5	0	0	10	55
CESC Total	22	7	21	10	13	6	9	10	7	6	4	14	129

Commission's Views:

The Commission notes that the CESC has taken up various remedial measures including rectification of number of hazardous installations and also carried out improvements to its distribution network. However, despite these measures taken by the CESC, the number of fatal electrical accidents involving both human and livestock has increased, which is a matter of serious concern. The Commission would like to impress upon the CESC that the identification and rectification of hazardous installations is a continuous process, which should be regularly carried out without any let up, with a focused attention, this matter deserves. Therefore, the CESC should make more concerted efforts continuous identification and rectification of all the hazardous installations including streetlight installations / other electrical works under the control of local bodies to prevent electrical accidents. In addition, it is also important that the CESC takes up awareness campaigns through visual/print media continuously to spread safety aspects among public.

During the ESCOMs' Review meetings held, the Commission has been emphasizing that the ESCOMs should take up periodical preventive maintenance works, install LT protection to distribution transformers, conduct regular awareness programme for public on electrical safety aspects in use of electricity and also ensure use of safety tools & tackles by the field staff besides imparting necessary training to the field staff at regular intervals.

Further, the Commission is of the view that the hazardous installations in the distribution network is the result of works carried out shabbily without adhering to the best construction practices as per the standards, while taking up construction/expansion of the distribution network. Therefore, the CESC shall take adequate and effective steps to ensure that distribution network is hazardous free. In addition to this, the CESC also needs to conduct regular safety audit of its distribution system and to

carryout preventive maintenance works as per schedule in order to keep the network equipment in healthy condition.

The Commission has already forwarded the Safety Technical Manual to the ESCOMs, which enumerates detailed account of the steps to be taken on each element of the distribution system which would help the engineers in the field to identify and attend to the defects. In this context, it is necessary that the ESCOMs continuously monitor the implementation of the suggestions / recommendations contained in the Safety Technical Manual to ensure that distribution network is maintained properly.

The Commission, therefore, reiterates its directive that the CESC shall continue to take adequate measures to identify & rectify all the hazardous locations/installations existing in its distribution system, duly prescribing an action plan to prevent and reduce the number of electrical accidents occurring in its distribution system. The compliance thereon shall be submitted to the Commission every month, regularly.