

CHAPTER – 3

PUBLIC CONSULTATION - SUGGESTIONS/OBJECTIONS & REPLIES

- 3.1** The Commission has undertaken the process of public consultation as per the provisions of the section 64 of the Electricity Act, 2003 and invited suggestions/views/objections from the interested stake-holders and general public, on the application filed by the CESC for Annual Performance Review for FY19, Approval of Annual Revenue Requirement and Revision of Retail Supply Tariff for FY21. In the written submissions filed as well as during the public hearing held on 11.02.2020, the Stakeholders and the public have raised several objections / made suggestions, on the CESC's Tariff Application. The names of the persons who have filed written objections are given below:

List of persons who have filed written objections:

Sl. No.	Applicati on No.	Name & Address of Objectors
1	CA-01	Coorgu Planters' Association
2	CA-02	Karnataka Small Scale Industries Association(KASSIA)
3	CA-03	Bangalore Water Supply Sewerage Board(BWSSB)
4	CA-04	KIADB Industrial Area Manufacturers' Association(KIAMA)

The gist of the objections, replies by CESC and the Commission's views is appended to this order as **Appendix-1**.

- 3.2** The list of Persons who made oral submissions during public hearing is indicated below:

List of the persons, who made oral submissions during the Public Hearing, held on 11.02.2020.

Sl.No.	Names of Objectors
1	Sri K. Ravindra Prabhu, V.P, KIADB.
2	Sri K. B. Lingaraju, Secretary Mysore Industry Association.
3	Sri J. N. Shivaprakash, RTI, Kollegala
4	Sri S. Lakshminarayana & Mr Mallikarjun Hukkeri, New Horizon Engineer Ltd, Nanjanagudu.
5	Sri A. M. Natesh, Alur Electricals, Mysore.

Sl.No.	Names of Objectors
6	Sri Giridhar H R, Advocate for BWSSB.
7	Sri Vasu and Mysore Industries Association.
8	Sri Lakshmi Kanth and Mysore Industries Association.
9	Sri Suresh Jain and Mysore Industries Association.
10	Sri K. B. Poonacha, Consumer, Madikeri.
11	Smt. Savitha Ranganath, Consumer.
12	Sri Manjunath and Mr Sathish, KASSIA.
13	Sri Ramegowda, Electrical Contractor.
14	Sri Nagaraju, Kuvempunagar, Mysore.
15	Sri Venkatesh B L, Organising Secretary KSLECA.
16	Sri Rajendra, Bahrathiya Kisan Sangha, Chamarajanagara .
17	Sri Bosco, Bahrathiya Kisan Sangha, Hanuru.
18	Sri Teertha Mallesh, President of Karnataka Coffee Growers Federation.
19	Sri Venkatesh, Preethi Layout, Vijayanagar, Mysore.
20	Sri Ravi, H D Kote.
21	Sri Shivanagowda Patila.

3.2 The summary of the points raised during the Public Hearing, is as follows:

1. CAPEX is included in P&L account to show deficit which is not correct.
2. Low cost power to be purchased through Open Access so that the power purchase cost is reduced.
3. During power outage period, fixed charges should not be collected.
4. Load planning should be done properly so that cheap power can be procured.
5. Metering for unauthorised IP sets should be done.
6. Tariff hike will adversely affect small scale industries.
7. 'Gap' not worked out properly. Arrears to be collected promptly.
8. Quality of power and efficiency to be improved.
9. Meters Not Working (MNR) – meter not replaced immediately & back billing done.
10. Billing of Temporary supply not being done at the spot, by CESC officials.
11. Load shedding – message not sent to consumers.
12. Individual grievance – Group captive request not considered.
13. Solar power to be used up to the optimum level.
14. Power factor to be improved by adding capacitors.
15. Power savings measures to be promoted
16. BJ / KJ awareness to be given.

17. Special counters to be opened for solving the consumer problem– officers should consumer friendly.
18. Adequate publicity to be given for tariff petition and calling objections.
19. Power connection procedure to be simplified & made known to consumers.
20. Under Akrama / Sakrama, IP connections given but not under 'regular' scheme.
21. Losses to be reduced.
22. Customer care telephone number 1912 not functioning properly.
23. Complaint closed even when work is not attended to and without informing the consumers.
24. No continuous supply in rural areas.
25. Transformers failure rate is high as no maintenance is being done.
26. Sagging wires not straightened / additional poles not installed.
27. LT4 (c) to LT4 (a) – category to be changed for coffee growers.
28. In elephant corridor wires / poles to be raised to 20 ft.
29. Lines passing through plantations to be shifted to nearby roads / UG cables to be laid.
30. IP set connection to be given on priority basis to help farmers.
31. Interest to be waived / instalment facility to be given for payment of dues by farmers in flood affected areas this year.
32. Street lights not switched on due to non-payment arrears – problems to be solved.

CESC Reply:

The Managing Director, while replying to the points raised above, assured the Commission that necessary action would be taken on the grievances brought out by the stakeholders.

Commission's View:

The Commission has taken note of the points raised by the public. The CESC is directed to attend to the issues relating to operation and maintenance and other issues pertaining to CESC, on priority.