

## APPENDIX

### REVIEW OF COMPLIANCE OF COMMISSION'S DIRECTIVES

The Commission, in its Tariff Order dated 14<sup>th</sup> May 2018, and in its earlier Tariff Orders, has issued several Directives. The Commission has been reviewing the compliance thereof, on a regular basis. In the present proceedings also, the Commission has reviewed the compliance to the Directives. The Commission besides reviewing the existing directives, decides to elaborate and clarify them for continued compliance. The same are discussed below:

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

The Commission in its Tariff Order dated 14.05.2018 and the earlier Tariff Orders had directed that the CESC shall ensure that Consumer Interaction Meetings (CIM) chaired by the Superintending Engineers, are conducted in each of its O&M sub-divisions according to a pre-published schedule, at least once in every three months. Further, the consumers were to be invited to such meetings giving advance notice through emails, letters, CESC's website, local newspapers etc., to facilitate participation of maximum number of consumers in such meetings. **The CESC was required to ensure that the proceedings of such meetings are recorded and uploaded on its website, for the information of consumers.** The compliance in this regard was to be reported once in three months to the Commission, indicating the dates of meetings, the number of consumers attending such meetings and the status of redressal of their complaints.

It was declared that, **if CESC were to fail to ensure the conduct of the Consumer Interaction Meetings as directed, the Commission would consider imposing a penalty of up to Rs. One lakh per O&M sub-division per quarter for each instance of non-compliance** as per Section 142 and 146 of the Electricity Act 2003, **and also direct that such penalty shall be recovered from the concerned Superintending Engineer who fails to conduct such meetings.**

### Compliance by the CESC:

The CESC, Mysore is conducting Consumer Interaction Meetings chaired by the Superintending Engineers, in each O&M sub-division according to pre-published schedule, once **in a quarter**. The schedule has already been published on the CESC's website [www.cescmysore.org](http://www.cescmysore.org) and the consumers are being invited to such meetings in advance through notices on the CESC's website, local newspapers etc., to facilitate participation of maximum number of consumers in such meetings.

The proceedings of such meetings are being recorded and uploaded on the CESC's website, for information of the consumers.

Details in this regard for the first quarter and second quarter of FY19 has been reported to the Commission vide letters No. CESC/GM(Comml)/DGM(RA1)/18-19/9306 dated 10.08.2018 and No. CESC/GM(Comml)/DGM(RA1)/ AGM(RA4)/1/ 2018-19/15672 dated: 20.11.2018.

The Details of Consumers' Interaction Meetings in the O & M sub-divisions for redressal of consumer complaints conducted in CESC Mysore Jurisdiction for the 1st and 2nd quarter of FY18 is detailed below;

#### 1<sup>st</sup> Quarter of FY19:

DIVISIONS	SUB-DIVISIONS	MEETING HELD DATE	OPENING BALANCE (NO. OF COMPLAINTS)	NO OF COMPLAINTS RECEIVED	NO OR COMPLAINTS RESOLVED	BALANCE TO BE ATTENDED	NO OF CONSUMERS ATTENDED
N R Mohalla	Central Zone	26.05.18	3	1	3	1	1
	Chamundi puram	26.05.18	0	8	4	4	6
	N R Mohalla	25.05.18	4	1	5	0	1
	Jyothi nagara	25.05.18	4	6	5	5	4
	Varuna	29.05.18	0	5	1	4	9
<b>N R Mohalla Total</b>			<b>11</b>	<b>21</b>	<b>18</b>	<b>14</b>	<b>21</b>
V V Mohalla	Kuvempu nagara	19.05.18	0	1	1	0	5
	R K Nagara	19.05.18	6	8	4	10	3
	V V Mohalla	17.05.18	1	3	4	0	2
	Hootagally	17.05.18	0	3	3	0	1
<b>V V Mohalla Total</b>			<b>7</b>	<b>15</b>	<b>12</b>	<b>10</b>	<b>11</b>
Nanjangud	Nanjangud Urban	30.06.18	17	9	14	12	75

DIVISIONS	SUB-DIVISIONS	MEETING HELD DATE	OPENING BALANCE (NO. OF COMPLAINTS)	NO OF COMPLAINTS RECEIVED	NO OR COMPLAINTS RESOLVED	BALANCE TO BE ATTENDED	NO OF CONSUMERS ATTENDED
	Nanjangud Rural	30.06.18	8	4	8	4	75
	T Narasipura	20.06.18	6	26	0	32	150
	Bannur	20.06.18	14	18	11	21	54
<b>Nanjangud Total</b>			<b>45</b>	<b>57</b>	<b>33</b>	<b>69</b>	<b>354</b>
Hunsur	Hunsur	06.06.18	7	16	4	19	25
	Periyapatna	04.06.18	0	18	4	14	30
	K R Nagara	13.06.18	7	6	8	5	25
	H D Kote	27.06.18	38	13	29	22	40
	Bilikere	06.06.18	0	10	0	10	10
	Sargur	27.06.18	11	9	2	18	14
	Bettada pura	04.06.18	13	10	11	12	7
	Saligrama	13.06.18	7	3	2	8	3
<b>Hunsur Total</b>			<b>83</b>	<b>85</b>	<b>60</b>	<b>108</b>	<b>154</b>
<b>Mysore Circle Total</b>			<b>146</b>	<b>178</b>	<b>123</b>	<b>201</b>	<b>540</b>
Chamaraja nagara	Chamarajana gara	21.5.18	0	3	0	3	18
	Santhemarah alli	23.6.18	8	4	8	4	26
	Haradana halli	21.5.18	5	5	6	4	20
	Gundlu pete	30.5.18	5	1	5	1	30
	Begur	30.5.18	0	2	0	2	20
<b>Chamarajanagara Total</b>			<b>18</b>	<b>15</b>	<b>19</b>	<b>14</b>	<b>114</b>
Kollegala	Kollegala	26.6.18	7	9	7	9	15
	Hanur	26.6.18	39	25	39	25	50
	Yalandur	23.06.18	13	7	13	7	20
<b>Kollegala Total</b>			<b>59</b>	<b>41</b>	<b>59</b>	<b>41</b>	<b>85</b>
Madikeri	Madikeri	25.5.18	4	4	4	4	15
	Gonikoppal	12.6.18	32	17	32	17	60
	Virajpete	12.6.18	4	17	4	17	50
	Kushal nagara	7.6.18	16	9	16	9	35
	Somavara pete	7.6.18	31	4	31	4	30
<b>Madikeri Total</b>			<b>87</b>	<b>51</b>	<b>87</b>	<b>51</b>	<b>190</b>
<b>Chamarajangara and Kodagu Circle Total</b>			<b>164</b>	<b>107</b>	<b>165</b>	<b>106</b>	<b>389</b>
Mandya	CSD Mandya	25.04.18	0	1	1	0	5
	Kothathi	23.04.18	0	4	4	0	6
	Keragudu	27.04.18	0	4	4	0	4
<b>Mandya Total</b>			<b>0</b>	<b>9</b>	<b>9</b>	<b>0</b>	<b>15</b>
Maddur	Maddur 1	02.06.18	5	18	20	3	18
	Maddur 2	02.06.18	4	12	12	4	12
	Malavalli I	22.05.18	6	10	13	3	10
	Malavalli2	25.05.18	2	3	5	0	3
<b>Maddur Total</b>			<b>17</b>	<b>43</b>	<b>50</b>	<b>10</b>	<b>43</b>
Pandavapura	Pandava pura	5.06.18	11	11	8	14	11
	S R Patna	12.06.18	3	8	4	7	8

DIVISIONS	SUB-DIVISIONS	MEETING HELD DATE	OPENING BALANCE (NO. OF COMPLAINTS)	NO OF COMPLAINTS RECEIVED	NO OR COMPLAINTS RESOLVED	BALANCE TO BE ATTENDED	NO OF CONSUMERS ATTENDED
<b>Pandavapura Total</b>			<b>14</b>	<b>19</b>	<b>12</b>	<b>21</b>	<b>19</b>
K R Pete	K R Pete 1	Not conducted	21			21	
	K.R.Pete 2		5			5	
<b>K R Pete Total</b>			<b>26</b>	<b>0</b>	<b>0</b>	<b>26</b>	<b>0</b>
Nagamangala	Nagamangala	22.06.18	38	27	42	23	41
	Bellur	29.06.18	37	4	37	4	9
<b>Nagamangala Total</b>			<b>75</b>	<b>31</b>	<b>79</b>	<b>27</b>	<b>50</b>
<b>Mandya Circle Total</b>			<b>132</b>	<b>102</b>	<b>150</b>	<b>84</b>	<b>127</b>
Hassan	USD Hassan	19.05.18	1	1	1	1	1
	Dudda	17.05.18	3	2	2	3	10
	KIADB Hassan	17.05.18	1	0	0	1	0
<b>Hassan Total</b>			<b>5</b>	<b>3</b>	<b>3</b>	<b>5</b>	<b>11</b>
Sakaleshpura	Sakaleshpura	28.05.18	3	2	2	3	8
	Alur	23.05.18	9	7	13	3	15
	Belur	28.05.18	12	11	16	7	20
<b>Sakaleshpura Total</b>			<b>24</b>	<b>20</b>	<b>31</b>	<b>13</b>	<b>43</b>
Chanrayapatna	C R Patna	31.05.18	2	1	1	2	6
	Nuggehalli	31.05.18	13	3	14	2	10
<b>Chanrayapatna Total</b>			<b>15</b>	<b>4</b>	<b>15</b>	<b>4</b>	<b>16</b>
Holenarasipura	H N Pura	18.06.18	6	6	7	5	10
	Arakalagud	27.06.18	1	2	2	1	8
	Ramanalhpura	27.06.18	25	17	35	7	25
	Hangara hally	18.06.18	3	2	1	4	8
<b>Holenarasipura Total</b>			<b>35</b>	<b>27</b>	<b>45</b>	<b>17</b>	<b>51</b>
Arasikere	Arasikere	04.06.18	3	5	4	4	15
	Banavara	20.06.18	3	2	2	3	20
	Gandasi	20.06.18	6	2	4	4	10
<b>Arasikere Total</b>			<b>12</b>	<b>9</b>	<b>10</b>	<b>11</b>	<b>45</b>
<b>Hassan Circle Total</b>			<b>91</b>	<b>63</b>	<b>104</b>	<b>50</b>	<b>166</b>
<b>CESC Grand Total</b>			<b>533</b>	<b>450</b>	<b>542</b>	<b>441</b>	<b>1222</b>

### 2<sup>nd</sup> Quarter of FY19

DIVISION	SUB-DIVISION	DATE	OPENING BALANCE (NO. OF COMPLAINTS)	NO OF COMPLAINTS RECEIVED	NO OR COMPLAINTS RESOLVED	BALANCE TO BE ATTENDED	NO OF CONSUMERS ATTENDED
N R Mohalla	Central Zone	28.09.2018	1	1	2	0	2
	Chamundi puram	28.09.2018	4	5	5	4	7
	N R Mohalla	27.09.2018	0	4	0	4	4

DIVISION	SUB-DIVISION	DATE	OPENING BALANCE (NO. OF COMPLAINTS)	NO OF COMPLAINTS RECEIVED	NO OR COMPLAINTS RESOLVED	BALANCE TO BE ATTENDED	NO OF CONSUMERS ATTENDED
	Jyothinagara	27.09.2018	5	6	7	4	3
	Varuna	28.09.2018	4	0	4	0	0
<b>N R Mohalla Total</b>			<b>14</b>	<b>16</b>	<b>18</b>	<b>12</b>	<b>16</b>
V V Mohalla	Kuvempunagara	12.07.2018	0	1	1	0	5
	R K Nagara	12.07.2018	10	6	10	6	2
	V V Mohalla	07.07.2018	0	2	1	1	2
	Hootagally	07.07.2018	0	1	1	0	1
<b>V V Mohalla Total</b>			<b>10</b>	<b>10</b>	<b>13</b>	<b>7</b>	<b>10</b>
Nanjangud	Nanjangud Urban	26.09.2018	12	7	16	3	50
	Nanjangud Rural	26.09.2018	4	3	6	1	50
	T Narasipura	06.10.2018	32	8	31	9	15
	Bannur	06.10.2018	21	12	19	14	42
<b>Nanjangud Total</b>			<b>69</b>	<b>30</b>	<b>72</b>	<b>27</b>	<b>157</b>
Hunsur	Hunsur	29.09.2018	19	26	19	26	35
	Periyapatna	04.10.2018	14	17	6	25	30
	K R Nagara	03.10.2018	5	2	5	2	18
	H D Kote	01.10.2018	22	19	21	20	35
	Bitikere	29.09.2018	10	3	10	3	10
	Sargur	01.10.2018	18	11	20	9	11
	Bettadapura	04.10.2018	12	10	8	14	35
	Saligrama	03.10.2018	8	4	4	8	3
<b>Hunsur Total</b>			<b>108</b>	<b>92</b>	<b>93</b>	<b>107</b>	<b>177</b>
<b>Mysore Circle Total</b>			<b>201</b>	<b>148</b>	<b>196</b>	<b>153</b>	<b>360</b>
Chamarajanagara	Chamarajanagara	14.08.2018	3	1	3	1	10
	Santhemarahalli	26.09.2018	4	4	3	5	20
	Haradana halli	14.08.2018	4	2	3	3	12
	Gundlupete	28.08.2018	1	4	1	4	15
	Begur	28.08.2018	2	1	2	1	10
<b>Chamarajanagara Total</b>			<b>14</b>	<b>12</b>	<b>12</b>	<b>14</b>	<b>67</b>
Kollegala	Kollegala	25.09.2018	9	10	9	10	20
	Hanur	25.09.2018	25	16	15	26	85
	Yalandur	26.09.2018	7	6	7	6	30
<b>Kollegala Total</b>			<b>41</b>	<b>32</b>	<b>31</b>	<b>42</b>	<b>135</b>
Madikeri	Madikeri	9.08.2018	4	6	2	8	20
	Gonikoppal	4.09.18	17	Not conducted due to natural calamity in MADIKERI		17	0
	Virajpete	4.09.18	17			17	0
	Kushalnagara	21.08.18	9			9	0

DIVISION	SUB-DIVISION	DATE	OPENING BALANCE (NO. OF COMPLAINTS)	NO OF COMPLAINTS RECEIVED	NO OR COMPLAINTS RESOLVED	BALANCE TO BE ATTENDED	NO OF CONSUMERS ATTENDED
	Somavara pete	21.08.18	4			4	0
<b>Madikeri Total</b>			<b>51</b>	<b>6</b>	<b>2</b>	<b>55</b>	<b>20</b>
<b>Chamarajangara and Kodagu Circle Total</b>			<b>106</b>	<b>50</b>	<b>45</b>	<b>111</b>	<b>222</b>
Mandya	CSD Mandya	27.07.18	0	2	2	0	3
	Kothathi	27.07.18	0	10	10	0	12
	Keragudu	27.07.18	0	1	1	0	3
<b>Mandya Total</b>			<b>0</b>	<b>13</b>	<b>13</b>	<b>0</b>	<b>18</b>
Maddur	Maddur 1	30.07.18	3	16	9	10	22
	Maddur 2	30.07.18	4	18	15	7	28
	Malavalli 1	10.08.18	3	10	5	8	20
	Malavalli2	10.08.18	0	1	0	1	6
<b>Maddur Total</b>			<b>10</b>	<b>45</b>	<b>29</b>	<b>26</b>	<b>76</b>
Pandavapura	Pandavapura	05.09.18	14	10	10	14	10
	S R Patna	24.08.18	7	1	4	4	1
<b>Pandavapura Total</b>			<b>21</b>	<b>11</b>	<b>14</b>	<b>18</b>	<b>11</b>
K R Pete	K R Pete 1	29.09.2018	21	10	0	36	21
	K.R.Pete 2		5				
<b>K R Pete Total</b>			<b>26</b>	<b>10</b>	<b>0</b>	<b>36</b>	<b>21</b>
Nagamangala	Nagamangala	18.09.18	23	11	19	15	8
	Bellur	27.09.18	4	6	6	4	10
<b>Nagamangala Total</b>			<b>27</b>	<b>17</b>	<b>25</b>	<b>19</b>	<b>18</b>
<b>Mandya Circle Total</b>			<b>84</b>	<b>96</b>	<b>81</b>	<b>99</b>	<b>144</b>
Hassan	USD Hassan	30.08.18	1	1	2	0	1
	Dudda	12.07.18	3	1	2	2	5
	KIADB Hassan	12.07.18	1	1	1	1	4
<b>Hassan Total</b>			<b>5</b>	<b>3</b>	<b>5</b>	<b>3</b>	<b>10</b>
Sakaleshpura	Sakaleshpura	29.08.18	3	3	3	3	10
	Alur	16.07.18	3	10	10	3	20
	Belur	29.08.18	7	3	6	4	15
<b>Sakaleshpura Total</b>			<b>13</b>	<b>16</b>	<b>19</b>	<b>10</b>	<b>45</b>
Channarayapatna	C R Patna	22.09.18	2	6	5	3	15
	Nuggehalli	22.09.18	2	7	7	2	10
<b>Channarayapatna Total</b>			<b>4</b>	<b>13</b>	<b>12</b>	<b>5</b>	<b>25</b>
Holenarasipura	H N Pura	29.09.18	5	0	3	2	5
	Arakalagud	28.09.18	1	2	2	1	6
	Ramanahpura	28.09.18	7	5	9	3	12
	Hangarahally	29.09.18	4	1	2	3	5
<b>Holenarasipura Total</b>			<b>17</b>	<b>8</b>	<b>16</b>	<b>9</b>	<b>28</b>
	Arasikere	07.09.18	4	2	4	2	10

DIVISION	SUB-DIVISION	DATE	OPENING BALANCE (NO. OF COMPLAINTS)	NO OF COMPLAINTS RECEIVED	NO OR COMPLAINTS RESOLVED	BALANCE TO BE ATTENDED	NO OF CONSUMERS ATTENDED
Arasikere	Banavara	16.08.18	3	1	2	2	15
	Gandasl	16.08.18	4	4	5	3	10
<b>Arasikere Total</b>			<b>11</b>	<b>7</b>	<b>11</b>	<b>7</b>	<b>35</b>
<b>Hassan Circle Total</b>			<b>50</b>	<b>47</b>	<b>63</b>	<b>34</b>	<b>143</b>
<b>CESC Grand Total</b>			<b>441</b>	<b>341</b>	<b>385</b>	<b>397</b>	<b>869</b>

### Commission's Views:

The CESC has submitted the details of consumer interaction meetings conducted in its jurisdiction during 1<sup>st</sup> and 2<sup>nd</sup> quarter of FY19.

The Commission, in the KPTCL and ESCOMs' Review Meeting held on 16.11.2018, had reiterated its directions to the ESCOMs to conduct the consumer interaction meetings in the sub-divisions chaired by either the jurisdictional Superintending Engineer or the jurisdictional Executive Engineer to effectively redress the consumer grievances. It was observed from the compliance submitted that CIM is not conducted in K.R.Pet Sub-division-1 and 2 during the 1<sup>st</sup> Quarter of FY19 and has arranged CIM in 2 number of sub-divisions in one day. In the preliminary observations, the Commission had raised a concern that, if CIM is conducted in 2 sub-divisions on one day, it is not clear as to how the SEE or EE could attend such meetings, as directed by the Commission. The Commission had directed CESC to clarify this by furnishing the details, indicating the dates on which the meetings were conducted. CESC has not furnished the details as desired by the Commission.

The Commission is of the view that the dates of such meetings in the sub-divisions should be staggered in a quarter, so that the senior officers such as the Superintending Engineer or the Executive Engineer can chair the meetings and are able to redress all the complaints relating to supply of electricity. Accordingly, the CESC is directed to conduct consumer interaction meetings at the sub-divisions on different designated dates. Further, the Commission desires that, **such meetings are strictly chaired by either the jurisdictional Superintending Engineer or the jurisdictional Executive Engineer and not by any other officer. The Commission also declares that, if the consumer**

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

The Commission also reiterates its directive to the CESC to conduct consumer interaction meetings chaired by either the jurisdictional Superintending Engineer or jurisdictional Executive Engineer once in a quarter, to redress the consumer grievances relating to supply of electricity. Advance notices shall be sent to the stakeholders by email / website and through SMS (by maintaining / updating the consumer database) well in advance. Information on the schedule of the Consumer Interaction Meeting, date, time, venue etc., shall be published in the form of news item in the leading local / regional newspapers, at least 3 days prior to the conduct of the meeting, to ensure that more number of consumers take part in such meetings.

In addition to the quarterly meetings chaired by the SEE or the EE, the concerned Asst. Executive shall conduct the CIM on third Saturday of every month so as to attend to the grievance of the consumers, as is being done in other ESCOMs.

A compliance report (Quarterly) shall be submitted to the Commission regularly in the format given below, along with a copy of the proceedings of each meetings.

Sl. No	Name of the Circle	No. of Sub-divisions existing	No. of Sub-divisions in which CIM is conducted	Name of the Sub-division	Date on which CIM conducted	Name and designation of the Officer Chairing the CIM	No. of Consumers attended	No of Complaints Received	No. of Complaints disposed	CB
1	2	3	4	5	6	7	8	9	10	11



**2) 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 had noted that due to implementation of billing based on 15 minutes' time block, there is a fair increase in the revenue to the CESC from the HT consumers, who are drawing energy through open access and directed the CESC to continue the efforts effectively.

The Commission had directed 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. That, the CESC shall implement the directive forthwith and the compliance regarding the same shall be submitted monthly to the Commission, regularly. The Commission also directed the CESC to quantify the billing and report.

**Compliance by the CESC:**

CESC Mysore has continued billing based on 15-minute block period in respect of EHT / HT consumers importing power through power exchange under Open Access. The compliance regarding the same is being submitted to the Commission regularly.

The month-wise open access consumers, open access energy in Million units scheduled / consumed and the details of illegally or inadvertently banked energy for FY18 are as below;

SL. NO	FY-18	TOTAL NO. OF CONSUMERS	ACTUAL CONSUMPTION IN MU	OPEN ACCESS ENERGY SCHEDULED IN MU	ACTUAL OPEN ACCESS CONSUMPTION MU	ILLEGALLY BANKED ENERGY IN MU	WHEELED ENERGY IN MU	CESC UNITS TO BE BILLED IN MU	ENERGY CHARGES IN CRORES	NET BILL AMOUNT IN CRORES.
1	Apr-17	16	38.57	22.67	21.76	0.91	4.93	11.88	0.62	14.39
2	May-17	16	37.68	22.85	21.81	1.04	8.74	7.31	4.94	11.00
3	Jun-17	16	37.42	23.07	22.33	0.75	10.42	4.67	3.15	9.10
4	Jul-17	16	40.33	25.50	25.03	0.47	9.98	5.33	3.59	10.28
5	Aug-17	16	41.05	21.52	21.22	0.30	12.38	7.46	5.04	11.28
6	Sep-17	16	34.42	12.62	12.03	0.59	11.05	11.34	7.68	12.16

SL. NO	FY-18	TOTAL NO. OF CONSUMERS	ACTUAL CONSUMPTION IN MU	OPEN ACCESS ENERGY SCHEDULED IN MU	ACTUAL OPEN ACCESS CONSUMPTION MU	ILLEGALLY BANKED ENERGY IN MU	WHEELED ENERGY IN MU	CESC UNITS TO BE BILLED IN MU	ENERGY CHARGES IN CRORES	NET BILL AMOUNT IN CRORES.
7	Oct-17	16	34.63	11.84	11.68	0.16	11.37	11.62	7.87	12.28
8	Nov-17	17	36.30	19.33	18.99	0.35	8.05	9.29	8.37	14.83
9	Dec-17	17	36.58	20.72	20.39	0.33	8.85	7.33	6.50	13.51
10	Jan-18	17	45.42	28.38	27.62	0.76	8.56	9.24	6.25	14.02
11	Feb-18	17	41.85	25.80	25.18	0.62	6.96	9.72	6.58	13.95
12	Mar-18	17	45.32	16.63	16.02	0.60	10.78	18.51	12.56	19.35
<b>Total</b>			<b>469.56</b>	<b>250.92</b>	<b>244.04</b>	<b>6.87</b>	<b>112.05</b>	<b>113.70</b>	<b>73.14</b>	<b>156.16</b>

The month-wise open access consumers, open access units scheduled / consumed and the details of illegally or inadvertently banked energy for FY19, till September 2018 are as below;

SL. NO	FY-19	TOTAL NO. OF CONSUMERS	ACTUAL CONSUMPTION IN MU	OPEN ACCESS UNIT SCHEDULED IN MU	ACTUAL OPEN ACCESS MU	ILLEGALLY BANKED ENERGY IN MU	WHEELED ENERGY IN MU	CESC UNITS TO BE BILLED IN MU	ENERGY CHARGES IN CRORES	NET BILL AMOUNT IN CRORES.
1	Apr-18	18	44.08	17.31	16.90	0.41	5.62	21.55	15.04	22.08
2	May-18	18	45.74	13.36	12.50	0.86	5.38	27.87	19.46	25.42
3	Jun-18	18	49.25	21.23	20.93	0.30	10.47	17.84	12.45	57.24
4	Jul-18	18	49.22	19.73	19.20	0.53	17.27	12.75	8.88	17.18
5	Aug-18	18	48.56	18.50	18.24	0.26	18.69	11.70	8.15	16.36
6	Sep-18	18	45.36	8.33	8.20	0.13	19.90	17.26	12.04	17.92
<b>Total</b>			<b>282.21</b>	<b>98.47</b>	<b>95.98</b>	<b>2.48</b>	<b>77.32</b>	<b>108.98</b>	<b>76.02</b>	<b>156.20</b>

### Commission's Views:

The Commission notes that the CESC has complied with the directive by initiating preparation of energy bills on monthly basis considering the 15 minute's time block period in respect of EHT / HT consumers importing power through power exchange under Open Access. It is seen that the introduction of 15 minute's billing has resulted in significant quantum of energy saving of 6.87 MU during FY18 and 2.48 MU during FY19 till September 2018. The stand taken by the Commission in directing the CESC to prepare monthly EHT / HT consumer bills on 15 minute's time block period has prevented a revenue loss of Rs.4.86 Crores to CESC during FY18, and Rs.1.74 Crores during FY19 till September 2018 by consumers who took advantage of its laxity in enforcing correct billing. The CESC is required to adhere to the directive and submit regularly month-wise details of number of open access consumers, open

access units scheduled / consumed and illegally banked energy if any along with the details of revenue gain.

CESC shall ensure that the scheme of 15 minutes' time block billing is enforced on all applicable EHT / HT consumers from the month from which the necessary infrastructure was available. CESC shall also note that the directive in this regard was made part of the Tariff Order 2017, considering that the Commission's earlier directions in the matter was not being followed, **the Commission reiterates its directive that the CESC shall continue to prepare the energy bills on monthly basis considering the 15 minute's time block period in respect of all EHT / HT consumers importing power through power exchanges under open access and submit quarterly compliance thereon, regularly to the Commission.**

### 3) Directive on Energy Conservation:

The Commission had directed that, CESC to service new installations only after ensuring that the equipment installed in the consumer's premises are BEE \*\*\*\*\* (Bureau of Energy Efficiency five-star rating) rated viz., Air Conditioners, Fans, Refrigerators, etc., are energy efficient.

On similar lines, CESC was directed to service all new streetlight / high mast installations including extensions made to the existing streetlight circuits, only after ensuring that LED lamps / energy efficient lamps like induction lamps are provided to the street light points.

Also, the Commission had directed the CESC to take up programmes to educate all the domestic, commercial and industrial consumers, through the media and by distributing pamphlets giving details on the benefits of using five-star rated equipment certified by the Bureau of Energy Efficiency in reducing their monthly electricity bills and conservation of precious energy along with monthly bills.

**Compliance by the CESC:**

The CESC is constantly perusing about servicing the new installations after ensuring the use of BEE 5 star rated equipment's. A circular has been issued to all SEE's / EE's in this regard vide no. CESC/GM(T)/DGM(DSM)/AGM(DSM)/2018-19/cys-308 dated 30.05.2018.

Letter has been addressed to all Commissioners, City Corporation and Chief Executive Officers, Zilla Panchayat of Mysore, Mandya, Chamarajanagara, Kodagu and Hassan to provide timer switches and LED lights for the streetlight installations and thereby to avail the rebate on Tariff vide letter No CESC/GM(T)/ DGM(DSM)/ AGM(DSM)/ 2018-19/ cys-307 dated 30.05.2018.

Director Technical, CESC has given a speech to educate the consumers regarding the benefits of using LED Bulbs, Tube lights, other 5 star rated equipment and energy conservation which was broadcasted in the AIR, Mysuru broadband on 10.06.2018 @ 8.00P.M.

Under "Hosa Belaku" Yojane, 39.77 lakh numbers of LED Bulbs, 48,000 numbers of LED Tube lights and 7,400 numbers of 5-star rated energy efficient fans were already distributed till date. There by saving 79.70 MU of Energy / Annum in CESC.

CESC also published advertisements in daily newspapers in both English and Kannada version on 07.07.2018 for the information of the consumers to bring about public awareness in the use of 5 star rated equipment to conserve energy.

Presently, as per GoK order no. EN 119 VSC 2017 dated 07.06.2017; CESC is procuring 1 & 2 Star rated transformers only. During 2018-19 (up to September, 2018) 1870 numbers of single star / double star rated transformers of various capacity are procured.

In CESC totally 15 numbers of transformer testing centers are established to test the transformers procured for TTK works / Company Purchase, transformers repaired by the repairer and are assured to the required quality.

The compliance regarding the same is being submitted to the Commission regularly.

**Commission's Views:**

While appreciating the efforts of CESC in selling over 39 lakh LED bulbs, the Commission notes that the CESC has not issued any Circulars towards implementation of the directive. CESC has not submitted the compliance in respect of ensuring and providing of LED lamps / energy efficient lamps while servicing of new streetlight / high mast installations including extensions made to the existing streetlight circuits. This shows that the CESC has not implemented the directive in its letter and spirit, to take forward the initiative of conservation of energy. It is also observed that the CESC has issued directions through circular / letters to all its officers to ensure use of BEE five-star rated Energy Efficient Appliances. However, CESC has not mentioned about effective steps being taken in the field to ensure that all new installations are serviced only when BEE five-star rated Air Conditioners, Fans, Refrigerators, etc., are installed in the consumers' premises. It has also noted that the CESC has implemented "Hosa Belaku" programme under which it is distributing energy efficient lamps, etc., to the consumers which appears to have had limited success. On the whole, the Commission finds that the progress in implementation of this directive could have been much better. Therefore, the Commission directs CESC to focus on effective implementation of this directive by reviewing periodically the progress of implementation in the field and take necessary corrective steps.

**Further, the Commission directs CESC to conduct the awareness programs to the consumers / public, for use of LED bulbs, energy efficient electrical equipment etc., by making use of the fund reserved for customer relation / education program. CESC shall adopt only energy efficient bulbs and appliances in some of its offices and demonstrate their benefits to the general consumers.**

**The Commission reiterates that the CESC shall continue 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 consumers' premises, to service all new streetlight / high mast installations including extensions made to the existing streetlight circuits, only after ensuring that the LED lamps / energy efficient lamps like induction lamps are provided to the street light points and the compliance thereon shall be submitted to the Commission once in a quarter on a regular basis. Inspection by jurisdictional Executive Engineers / Superintending Engineers of new installations, selected on random basis shall be undertaken to cross check adherence to the directive by the field offices.

#### 4) Directive on implementation of Standards of Performance (SoP):

The CESC is directed to implement the specified Standards of Performance strictly, 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 both Kannada & English languages, 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 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 offices of O & M Section 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 for lodging complaints	Next higher Authority	Amount payable to affected consumer
1	2	3	4	5

#### Compliance by CESC:

The CESC has already 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 displayed prominently 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.

Status of Implementation of Commission's Directive on SoP as on September, 2018 is as follows:

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 DISPLAYED	NO OF O&M SECTIONS WHERE THE DETAILS DISPLAYED	NO OF COMPLAINTS RECEIVED FOR THE DELAY IN RENDERING THE SERVICE	AMOUNT PAID TO THE CONSUMER IN RS
		NOS	NOS	NOS	NOS	NOS	NOS
1	Mysuru circle	21	81	21	81	0	0
2	Chamarajana-gar & Kodagu Circle	13	55	13	55	0	0
3	Mandya Circle	13	60	13	58	0	0
4	Hassan Circle	15	63	15	63	0	0
<b>CESC Total</b>		<b>62</b>	<b>259</b>	<b>62</b>	<b>257</b>	<b>0</b>	<b>0</b>

Note: Two new sections sanctioned in CESC, are not yet operated.

### Commission's Views:

The Commission while noting the compliance by CESC, reiterates that the CESC shall continue to adhere to the specified Standards of Performance in rendering various services to consumers in a time bound manner.

**It has come to the notice of the Commission that the consumers are generally not aware of the SoP prescribed by the Commission and as a result, the consumers are still facing difficulty in getting prompt services. Hence, the Commission directs the CESC to carry out effective supervision over the functioning of field offices particularly in rendering of services to the consumers, relating to restoration of supply of electricity. The Commission also directs CESC to submit 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 any delay in service.**

The Commission also directs the CESC to take action to display the SoP in the format mentioned above in its official web site for information of the consumers.

SoP should be displayed in each of the Section Office and Sub-division Office, in a conspicuous place, which can be viewed by all the visitors to the Office. At the end of SoP, it should be mentioned that, consumers can claim the compensation from the concerned officer by filing a complaint before the CGRF in the Form - A, available in the KERC (CGRF and Ombudsman) Regulations, 2004.

The Commission directs CESC to conduct awareness campaign at the Hobli levels for educating the public about the Standards of Performance prescribed by the Commission. CESC shall conduct necessary orientation programme for all the field officers and the staff up to linemen to educate them on the SoP and the consequences of non-adherence to the SoP. Further, the Commission directs CESC to publish the "HAND BOOK" (ಕೈಪಿಡಿ) in Kannada on the SoP and arrange to distribute to all the staff and stake holders. On any failure to implement this direction within 3-months of the issue of this Order, the Commission would be constrained to initiate penal proceedings under Section 142 of the Electricity Act, 2003, against the CESC officials, for non-compliance of the Commission's Directives. At the same time CESC shall consider bringing in a system of recognizing the best performing sub-division / section in terms of adherence to SoP and publicize such recognition so as to incentivize better performance from the officers / personnel concerned.

The Commission reiterates that, the CESC shall continue to strictly implement the specified SoP while rendering services relating to supply of electricity as per the KERC (Licensee's Standards of Performance) Regulations, 2004. The compliance in this regard shall be submitted once in a quarter to the Commission regularly.



**5) Directive on use of safety gear by linemen / Power men:**

With a view to reducing the electrical accidents to the linemen working in the field, 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 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 CESC:**

- a) The CESC has provided proper and adequate safety gear to the linemen in its jurisdiction and is also ensuring that the linemen use such safety gear provided while working on the distribution system.
- b) The CESC has directed the field officers to monitor the proper up-keep of the safety gears 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.
- c) The status of providing the safety gear to the linemen is detailed in table below:

NAME OF THE CIRCLE	TOTAL NOS LINEMEN		NO. OF LINEMEN PROVIDED WITH SAFETY GEAR		NO. OF LINEMEN YET TO PROVIDED WITH SAFETY GEAR		LIKELY DATE OF PROVIDING SAFETY GEAR TO ALL LINEMEN	
	Regular	Contract	Regular	Contract	Regular	Contract	Regular	Contract
Mysore	1365	16	713	3	652	13	-	
Ch. Nagar-Kodagu	663	210	508	210	155	0	31.12.2018	
Mandya	992	0	789	0	203	0		
Hassan	1042	-	1042	-	-	-		
<b>CESC Total</b>	<b>4062</b>	<b>226</b>	<b>3052</b>	<b>213</b>	<b>1010</b>	<b>13</b>		

**Commission's Views:**

**It has been brought to the notice of the Commission by the consumers and also report of the CEIG on accidents that the safety gears / equipment are not being used by all the linemen at work in the field and hence the number of electrical accidents are increasing every year. The Commission considers that not providing appropriate safety gear / equipment to the staff at work place amounts to a serious violation of human rights by CESC.**

**The long time taken by CESC to procure safety shoes, insulated tool kits etc., indicates lack of seriousness of CESC in the matter. Adequate quantity of all safety gears / equipment shall be procured periodically and sufficient inventory of these materials shall also be maintained. CESC should take action to empanel suppliers of safety gear / equipment, so that the procurement is quicker.**

The Commission, while taking note of the compliance by CESC on the directive, stresses that the CESC should continue to give attention to safety aspects in order to reduce and prevent electrical accidents occurring due to negligence / non-adherence of safety procedures by the field staff while carrying out the work on the distribution network. It is noted that there are no details of any training being organized on safety aspects to the linemen. The linemen and other field staff should be given appropriate training periodically on adherence to safety aspects / procedure, and such training modules should include case studies so that the training is current and relevant, so that they carry out their work safely / effectively.

**The Commission reiterates its directive that the CESC shall ensure that, all the linemen and other field staff are provided with adequate and appropriate safety gear within a month from this order as per the undertaking the linemen and other field staff should use the same while carrying out the work in the field. The compliance in this regard shall be submitted once in a quarter to the Commission regularly. Protocols should be drawn on procedures to be adopted / roles and responsibilities fixed in respect of all those involved in working on (live) lines / installations for repairs etc., based on the case studies.**

## 6) Directive on Providing Timer Switches to Streetlights by CESC

The Commission directs the CESC to install timer switches using own funds to all the streetlight 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 this Order.

### Compliance by the CESC:

The CESC has issued circular No CESC/GM(T)/DGM(DSM)/AGM(DSM)/2017-18/cys-127 dated 08.05.2017 and CESC/GM(T)/DGM(DSM)/AGM(DSM)/2018-19/cys-248 dated 24.05.2018 for servicing of new streetlight installation and extension / modification of existing streetlight installations with timer switches. Further, a letter has been addressed to all the Commissioners, City Corporations and Chief Executive Officers, Zilla Panchayat Mysore, Mandya, Chamarajanagara, Kodagu & Hassan to provide timer switches and LED lights for the street light installations and thereby to avail the rebate on tariff vide letter No CESC/GM(T)/DGM(DSM)/AGM(DSM)/2018-19/cys-307 dated 30.05.2018. The compliance regarding the same is being submitted to the Commission regularly.

Status of providing timer switches to the streetlight installations, as on September, 2018 is as follows:

ESCOM	TOTAL NO. OF STREET LIGHT INSTALLATIONS	NO. OF INSTALLATIONS PROVIDED WITH TIMER SWITCHES		BALANCE NO. OF INSTALLATIONS TO BE PROVIDED WITH TIMER SWITCHES
		OLD	NEW up to September, 2018	
CESC	22,257	834	100	21,323

**Commission's Views:**

The Commission notes that the progress of providing timer switches to street lights as compared to the previous year is very poor. As per the data furnished by CESC, it can be seen that, the number of timer switches added during the previous year is only 100. This shows that the CESC has not given adequate focus to this issue and has not coordinated with the concerned local authorities in installation of timer switches while servicing the new street light installations. Thus, the inaction and failure of the CESC has actually resulted in increase in the number street light installation requiring timer switches. Failure to remedy this situation would not only result in wastage of electricity, but also shorter life of the installations and resultant avoidable expenditure on their replacement. Hence, CESC should seriously pursue this matter with the concerned local authorities strictly ensure fixing of timer switches while servicing the new installations and also repairs of faulty timer switches.

Further, it is observed that the CESC has not initiated any action to install timer switches at its cost and recover the cost from the concerned local bodies later, as directed by the Commission. Therefore, the Commission reiterates that the CESC shall install the timer switches at its cost initially and get it reimbursed from the local authorities, apart from persuading the local bodies to install timer switches at their cost by availing the funds / grants received from the Government and other agencies for such energy conservation programmes. Persuading Corporates to fund this programme under their CSR activities should also be examined. CESC shall explore taking the services of EESL for effective implementation of this measure.

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

**7) Directive on load shedding:**

In respect of Load Shedding, the Commission had directed that:

- i) 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.
- ii) The CESC 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.
- iii) 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.
- iv) The likelihood of interruption in power supply with time and duration of such interruptions may be intimated to consumers through SMS and other means.
- v) Where load shedding has to be resorted 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.
- vi) Load shedding should be carried out in different sub-stations / feeders to avoid frequent load shedding affecting the same sub-stations / feeders.
- vii) 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.
- viii) The ESCOMs shall submit to the 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.
- ix) 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.

- x) The ESCOMs shall submit to the Commission sub-station-wise and feeder-wise data on interruptions in power supply every month before the 5<sup>th</sup> day of the succeeding month.

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

**Compliance by CESC:**

It is stated that 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.

Application software for Feeder-wise Data Analysis and Outage Management is developed and has been implemented for generating load shedding protocol in case of loss of generation / emergency and intimate the feeders to be shed by SLDC, to ease off loads.

The outage Management module is developed to send SMSs to MPs, MLAs and VIPs.

CESC is making use of the Urjamitra mobile application developed by MoP to establish links between DISCOM field staff and citizens for facilitation of outage dissemination information to all consumers through SMS at their cost. The CESC has submitted the data base for 1,692 feeders out of which 1147 are uploaded by the REC. The data for the balance feeders will also be submitted.

Further, as per GoK orders, the hours of power supply for Rural & IP feeders is arranged as below:

Rural feeder : 7 Hrs. 3 phase & 9Hrs of Single phase.  
IP feeder : 7 Hrs. of 3 phase.

The declared hours of Load shedding for Rural & IP feeders are 8 Hrs. & 17 Hrs. respectively.

**Commission's Views:**

The Commission takes note of the submission of the CESC that it has taken action to provide information to the consumers through SMS about the time and duration of interruptions in power supply due to various reasons. Though, as per the data furnished by CESC in the replies to preliminary observations, the consumer database is updated to an extent of 38% only. The CESC needs to expedite this process as the consumers have to be informed through SMS in addition to notification in newspaper media regarding load shedding due to reasons such as system constraints, breakdown of lines / equipment, maintenance etc.

**Instead of spending money on development of new software, the Commission directs CESC to expedite the complete use of "URJA MITRA", the mobile based and web based application, developed and deployed by the RECTPCL under the initiative of Ministry of Power for the benefit of all ESCOMs across the Country. If the base data required by the application is updated in the database of the application, it would equip CESC to provide the information of scheduled and unscheduled power outages, emergency outages, restoration time, power outage extension time, etc., due to reasons such as system constraints, breakdowns of lines / equipment, maintenance etc., to the consumers through SMS. 'Urjamitra' mobile application can be used as a link between CESC field staff and citizens for facilitation of outage dissemination information to all consumers through SMS. The cost involved for dissemination of SMS is also borne by the RECTPCL for the time being. The application can also be integrated with any other system. This would significantly address the "consumers' dissatisfaction" on this issue and prevent inconvenience / disruption caused to the consumers especially the industrial consumers. CESC can also save money required for development of similar software.**

Further, the Commission has noted with concern that, the number as well as the duration of interruptions are increasing, causing inconvenience to the consumers. The Commission notes that, even though the power availability has improved resulting in surplus power situation, the distribution network reliability

has not similarly improved, causing frequent disruptions in power supply, which causes hardship to the consumers and also revenue loss to the CESC. The Commission directs CESC to take remedial measures to minimize power supply interruptions and ensure 24 x 7 power supply. CESC shall submit the action plan in this regard to the Commission within 3-months of this Order.

Further, the Commission considers that one of the main reason for power disruption is the failure of the Distribution Transformers. As per the SoP the (Indicative Maximum time limit for rendering service), notified by the Commission, the CESC is required to restore power supply affected due to DTC failure within 24 Hours in City and Town areas and within 72 Hours in Rural areas. However, during the public hearing the consumers have complained that the CESC is not adhering to the SoP fixed by the Commission and that the field officers are not attending to minor faults and are taking longer time for restoring power supply. It is further noted that, lack of regular maintenance and poor quality of repairs also have contributed to the increase in number of failures of Distribution Transformers. Hence, the Commission directs CESC to conduct orientation programmes / workshops to the field staff to equip and motivate them to attend to the minor faults at site itself wherever possible and restore power supply as quickly as possible. CESC is also directed to take action for effective monitoring and supervision by periodical maintenance and repairs of transformers and fix personal responsibility on the erring staff / officer in case of poor maintenance and poor quality of repairs.

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

**8) Directive on Establishing a 24x7 Fully Equipped Centralized Consumer Service Centre for Redressal of Consumer Complaints:**

The CESC is directed to put in place a 24x7 fully equipped Centralized Consumer Service Centre at its Headquarters with a 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 in the matter of their grievances. Such a Service Centre shall have adequate desk operators in each shift so that the consumers across the jurisdiction of the CESC are able to lodge their complaints to this Centre.

Every complaint, received through various modes in the center shall be registered by the desk operator and the complaint register number shall be intimated to the Consumer through SMS. In turn, the complaints shall be transferred online to the concerned field staff for resolving the issue. The concerned O&M / local service station staff shall visit the complainant's premises at the earliest to attend to the complaints and then inform the Centralized Service Centre that the complaint is attended. Then, the desk operator shall call the complainant and confirm with him whether the complaint has been resolved. The complaints shall be closed only after confirmation by the consumer. 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 along with the names of the officers responsible with remarks be placed before the Management on the following day for attention to review and take corrective action in case of any pendency / delay in attending to the complaints.

The CESC shall publish the details of complaint handling procedure / Mechanism with contact numbers in the local media or in any other form periodically for the information of the consumers.

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

**Compliance by CESC:**

To facilitate consumers to report any power supply related complaints, the CESC has established a well-integrated 24X7 Customer Helpline through the

latest technology and software development along with in-built automatic call transfer system. The consumers calling the Customer Helpline Number 1912 which has 15 concurrent lines which can be extendable up to 30 lines with Multi-Channel Complaint Registration Facility (Phone, SMS, Online, E-mail Facebook etc.,).

All the consumer complaints are being registered in the web enabled PGRS (Public Grievance Redressal System) application. Whenever any consumer registers his complaint, he will be provided with the docket number which he can use to track his complaint status through Help Line or Website, [www.cescmysorepgrs.com](http://www.cescmysorepgrs.com). The consumer/ General public can retrieve their complaints history in the software. Actions will be taken to integrate other social Medias like WhatsApp and Instagram to PGRS software in order to enable consumers for registering their complaints.

Wide publicity has been given regularly in Paper Notification in all leading newspapers for consumer's information regarding helpline number 1912 and about other modes of complaint registration like SMS number details, online website address etc.

The details of the number of service stations existing in the jurisdiction of CESC with adequately required infrastructure are as follows:

- 24 x 7 Service Stations - 59 Numbers at sub-divisions
- 24 x 7 Service Stations - 13 Numbers at section level

The average time taken to attend the 38,692 number of complaints is 2 hours, 57 minutes during FY17. Whereas the average time taken to attend the 71,083 number of complaints during FY18 is 2 hours, 23 minutes. Though the number of complaints has increased, the average time taken to attend the complaints has come down.

### **Commission's Views:**

The Commission notes that the CESC has established the necessary infrastructure for effective redressal of consumer complaints. **While noting the efforts made by CESC, it is observed that the number of complaints are**

increasing year on year. Also, it has come to the notice of the Commission that, the executives working in the Centralized Customer Care Centre (CCC), round the clock, are deployed through outsourcing Agency. Several complaints were made during the public hearings on the negative (disrespectful) behavioral attitude of such executives working in the CCC. CESC shall instruct the agency employing and deploying the executives to impart them suitable training on public relations and behavioral attitude, interpersonal relations etc., CESC shall bring in a system of recognizing the best performing customer care executive every week / fortnight / month and publicize such recognition so as to incentivize better performance from them. The Commission directs CESC to deploy Senior Level Officers to supervise and review all the activities of the CCC, and shall initiate disciplinary action against erring officials / executives.

The Commission directs CESC to continue its efforts in further improving the delivery of consumer services especially in reducing time required for resolving consumer complaints relating to breakdowns of lines / equipment, failure of transformers etc.,

The CESC is also directed to analyze the nature of complaints registered and take action to minimize the number of complaints by taking preventive / corrective action. It is also imperative that necessary steps are taken to continuously sensitize the field-staff about prompt and effective handling of consumer complaints apart from improving their general efficiency.

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

**9) 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 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 percent in the towns / cities having a population of over 50,000, where it is above this level.

The Commission had earlier directed all the ESCOMs to complete installation of meters at the DTCs by 31<sup>st</sup> 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 the work.

**Compliance by CESC:**

The Energy Audit of all the feeders as per KERC prescribed ABCD formats are being submitted to the Hon'ble Commission. So far, Energy Audit for 996 feeders & 7992 DTCs for FY18 has been submitted to the Hon'ble Commission. For FY19, as on June, 2018, energy audit for 856 feeders and 6491 DTCs has been submitted to the Commission.

The distribution loss calculation for the FY18 for 1574 feeders is calculated and already furnished to the Honorable Commission vide letter No CESC/GM(Comm)/ DGM(RA1)/ AGM(AR4)/ 1/ 2018-19/15672 dated 20.11.2018.

The status of DTC metering as on September, 2018 is as follows:

- a) CESC has commissioned 844 purely agricultural feeders. There are 55904 numbers of 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.
- b) 8860 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.

- c) 31142 numbers of DTCs have to be provided with meters. The details are furnished below:

EXISTING DTCs	METERED DTCs	DTCs WHERE METERS ARE NOT REQUIRED	DTCs TO BE METERED
122573	57809	64764	31142

Energy Audit of Towns under RAPDRP:

- a) Consumer tagging to Feeders and consumer tagging to Towns is completed and the same has been made available in RAPDRP Portal.
- b) Consumer to DTC tagging is under process, proper DTC wise energy audit will be made available after the proper consumer to DTC tagging.
- c) Town Wise energy audit report of RAPDRP towns for FY18 as well as for FY19 up to August 2018 is submitted.

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, 2018, 844 numbers of exclusive agricultural feeders exist in CESC Mysore.

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 for FY18 as well as FY19 up to September, 2018 are as given below:

DTC wise Energy Audit pertaining for FY18 is as below:

MONTH / YEAR	TOTAL NO.OF DTCs FOR WHICH ENERGY AUDIT HAS BEEN CARRIED OUT			DTC ENERGY LOSS ANALYSIS				
	URBAN	RURAL	TOTAL	<5%	5-10%	10-20%	20-30%	>30%
April--17	6594	1726	8320	3338	3003	1661	264	54
MAY--17	6724	1683	8407	3371	3073	1808	140	15
JUNE--17	6826	1257	8083	3351	2968	1612	145	7
JULY--17	6837	1313	8150	3274	3105	1672	97	2
AUG--17	6561	1665	8226	3363	3491	1286	85	1
SEP--17	6426	1878	8304	3431	3533	1260	79	1

MONTH / YEAR	TOTAL NO.OF DTCS FOR WHICH ENERGY AUDIT HAS BEEN CARRIED OUT			DTC ENERGY LOSS ANALYSIS				
	URBAN	RURAL	TOTAL	<5%	5-10%	10-20%	20-30%	>30%
OCT--17	6502	2105	8607	3461	3649	1388	102	7
NOV--17	6574	1995	8569	3427	3790	1273	71	8
DEC--17	6536	2068	8604	3604	3454	1430	109	7
JAN--18	6712	1582	8294	3010	3407	1757	97	23
FEB--18	6831	1566	8397	3220	3472	1643	59	3
MARCH--18	6392	2098	8490	3327	3473	1556	109	25

DTC wise Energy Audit pertaining for FY19 till September, 2018 is as 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--18	6183	2160	8343	3243	3218	1704	158	20
MAY--18	6003	1982	7985	3327	3083	1493	68	14
JUNE--18	6308	2236	8544	3530	3458	1446	91	19
JULY--18	6394	2134	8528	3497	3527	1404	81	19
AUG--18	6292	2211	8503	3857	3217	1343	58	28
SEP--18	6292	2123	8415	3447	3538	1372	48	10

Action is being initiated to bring down the percentage of losses in respect of transformers where the losses are more than 10%.

CESC has taken up the following works, in order to reduce the distribution losses:

- It is planned to take up 190 numbers of link line works amounting to Rs.60.2 Crores.
- Proposed to provide 2600 numbers of additional DTCS.
- Proposed to take up 130 numbers of re-conductoring works in HT line.
- Proposed to take up 220 numbers of re-conductoring works in LT line.

#### Commission's Views:

It is observed by the Commission that, the CESC is not submitting the monthly energy audit reports of cities / towns with detailed analysis regularly, to the Commission. The CESC needs to conduct energy audit of identified cities / towns and on the basis of energy audit results, initiate necessary action to reduce the distribution losses and improve collection efficiency so as to

achieve the targeted AT & C loss of less than 15 per cent in all towns. The CESC is directed to conduct such energy audit and submit compliance thereon every month, regularly to the Commission.

Despite completion of metering of 57,809 number of DTCs having AMI – Automatic Meter Reading Infrastructure, the CESC is furnishing the analysis for only around 8,860 DTCs i.e., for 15% of the metered DTCs. CESC has failed to furnish the energy audit reports for the remaining 48,949 number of DTC's metered expressing the problems with communication, incomplete tagging of consumer installations with the respective feeders / DTCs and also unresolved software integration issues and other issues. Similarly, CESC has not furnished the information on the month-wise energy audit of all the 11 kV lines operating in its jurisdiction.

It is observed that, CESC is mechanically repeating its claim of resolving the issues relating on tagging of consumer installations and software from the last several years. It is evident that the CESC is not serious about conducting energy audit of 11 kV lines and DTC level energy audit and run its business on commercial principles. CESC has not acted promptly in resolving early, the issues relating to tagging / software integration and in adopting accounting / auditing of energy as its core function, in spite of spending huge money on RAPDRP project, the TRM and many other software. The stakeholders have also questioned during public hearing, the rationale of incurring huge expenditure on DTC metering without any benefit to the system or consumers. **The action taken by the CESC in the matter, so far, is not satisfactory and the Commission views with displeasure this delay in completing the tagging of consumer installations and taking up energy audit of all the feeders and metered DTCs.**

**The CESC is directed to take up energy audit of all the 11 kV feeders, DTCs, which are said to be metered and the energy audit of major Cities / Towns and take remedial measures for reducing energy losses in the high loss making distribution areas. The compliance in respect of energy audit conducted along with the details of analysis and the remedial action initiated to reduce loss levels, shall be regularly submitted to the Commission on a quarterly basis.**

The Commission directs CESC to conduct workshops at the Division Office level, for educating the officers of all cadres on the importance of conducting the feeder-wise, DTC-wise energy audit, etc., and motivating them to take action to reduce the losses in their areas, address issues relating to consumer tagging, recognise the importance of energy metering and maintaining them in good condition, strictly servicing all the installations by providing appropriate energy meters, providing and maintaining energy meters to the DTC's, Metering of Street light installations, Replacement of electro-mechanical meters etc.,

**An action plan on conducting such workshops shall be submitted by CESC within 60 days from the date of this order.** The feeder-wise and DTC-wise energy audits shall be reviewed in the review meetings at the Circle level every month. Copy of the proceedings of such meetings shall be sent to the Commission for information and further review.

The Commission does not find the reasons submitted by CESC for not conducting the energy audit in respect of 11 kV lines, DTC's and LT lines, as justifiable and directs CESC to submit the consolidated energy audit report for the FY19 before 31<sup>st</sup> May 2019, as per the formats prescribed by the Commission, vide its letter No. KERC/D/137/14/91 dated 20.04.2015.

#### **10) 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 (HVDS) 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. CESC has not submitted any proposals till date.

However, the Commission based on the report of the expert committee and the suggestions by Sri B.S. Hanumanthappa, a member of the State Advisory Committee that implementation of the HVDS in the ESCOMs is not beneficial to the distribution system, was of the view that the HVDS should be implemented by following the guidelines issued by the Commission, only wherever it is techno-economically viable.



The Commission had therefor issued directions to CESC, not to take up or not to submit any further proposals of HVDS until further orders.

**Now considering these developments, the Commission withdraw its directive on implementation of HVDS and directs CESC not to take up any such works, until further orders.**

### 11) Directive on Nirantara Jyothi – Feeder Separation:

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

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

#### Compliance by CESC:

##### NJY Phase - 1

The CESC has taken the 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 prepared to construct 135 feeders for bifurcation and out of which 132 feeders have been commissioned under NJY Phase-1 as at the end of October, 2018. The Commissioning of one feeder is pending. Action will be taken to commission this feeder. Works are in progress in respect of 2 feeders and is expected to be completed by December 2018.

Progress of NJY Phase-1 as at the end of September 2018 and Action Plan for completing are as detailed below:

No. of taluks covered	Total Feeders	Feeders			Action Plan		
		Completed	Commissioned	Balance	Nov-18	Dec-18	Total
10	135**	132	132	3*	0	2	2

Note: \* out of balance 3 feeders, 01 no. feeder is taken up in DDUGJY scheme and the feeder work is completed and commissioned on 17.10.2018. Hence action plan is shown for balance 2 feeders.

\*\* As per DPR, 161 numbers of NJY feeders were proposed. Due to field constraints, work in 26 feeders could not be taken up and the same is proposed to be taken up in DDUGJY for which the works have already been awarded.

**NJY Phase – 2**

Out of proposed 235 feeders under NJY Phase-2, works in respect of 230 feeders have been completed and commissioned as at the end of September 2018. Further, works are in progress in 2 feeders.

Progress of NJY Phase-2 works as at the end of October 2018 and Action Plan for completing are as detailed in the following Table:

No. of taluks covered	Total Feeders	Feeders			Action Plan			
		Completed	Commissioned	Balance	Oct-18	Nov-18	Dec-18	Total
14	235*	230	230	2	-	1	1	2

Further, two feeders were proposed from new Shettyhalli MUSS in C.R. Patna. The sub-station is not commissioned since the incomer 66kV line of this sub-station is pending. 67<sup>th</sup> meeting of the Board of Directors of CESC approved to drop 2 feeders. 68<sup>th</sup> meeting of the Board of Directors of CESC approved to drop Chirukanahalli feeder, in Gundlupet Taluk.

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

Further, the financial progress achieved as on October 2018 is as follows:

(Amount in Rs. Crores)

Sl. No.	Phase	Project cost	Expenditure	Balance	Remarks
1	Phase 1	248.47	198.32	50.15	
2	Phase 2	539.13	495.87	43.26	Including variation
Total		787.60	694.19	93.41	

**Analysis of benefits of NJY**

M/s CPRI has been entrusted with the works of analyzing the benefits to the system post implementation of NJY scheme.

Details of work awarded to M/s CPRI is as follows:

NJY Phase I							
Sl. No.	Name of the Division	Total NJY feeders	Commissioned feeders	Work awarded feeders	Remaining feeder to be awarded	CPRI Inspection Report Received	CPRI Evaluation Report Received
1	Chamarajanagar	11	8	8	0	2	0
2	Pandavapura	6	6	6	0	0	6
3	K.R.Pet	17	17	16	1	9	4

NJY Phase I							
Sl. No.	Name of the Division	Total NJY feeders	Commissioned feeders	Work awarded feeders	Remaining feeder to be awarded	CPRI Inspection Report Received	CPRI Evaluation Report Received
4	Kollegala	22	22	22	0	2	7
5	H.N.Pura	16	16	16	0	9	7
6	Nagamangala	8	8	8	0	0	5
7	Hunsur (Hunsur+H.D.Kote)	26	26	26	0	12	8
8	Arsikere	14	12	11	1	11	0
9	Nanjanagud (T.N Pura)	15	15	15	0	13	0
<b>Total</b>		<b>135</b>	<b>130</b>	<b>128</b>	<b>2</b>	<b>58</b>	<b>37</b>

NJY Phase 2							
Sl. No.	Name of the Division	Total NJY feeders	Commissioned feeders	Work awarded feeders	Remaining feeder to be awarded	CPRI Inspection Report	CPRI Evaluation Report
1	Channarayapatna	40	40	40	0	20	0
2	Hassan	22	22	22	0	21	13
3	Nanjangud	22	22	22	0	20	0
4	Maddur	21	21	21	0	21	0
5	Hunsur (KR Nagar+ Periyapatna)	26	26	26	0	26	7
6	Sakleshpura (Alur+Belur)	13	13	12	1	11	11
7	Mandya	20	20	20	0	18	0
8	Chamarajanagar (Gundlepet)	13	12	12	0	4	3
9	Pandavapura (S.R.Patna)	13	12	12	0	8	0
10	H.N pura (Arakalgud)	16	16	16	0	14	7
11	Kollegala (Yelandur)	4	4	4	0	0	0
12	Mysore	22	22	22	0	18	0
<b>Total</b>		<b>232</b>	<b>230</b>	<b>229</b>	<b>1</b>	<b>181</b>	<b>41</b>

At present, IP consumption is being calculated based on the energy recorded in the meters fixed to the segregated IP set feeders. Details of Consumption of agriculture feeders was submitted vide letter No TL/COM/COM/2018-19/14124 dated 26.10.2018.

Further, CESC has instructed all its field officers and vigilance wing to ensure any illegal tapping of NJY feeders by the farmers for running their IP-sets should be stopped immediately. Failure to stop this illegal activity, the concerned officers/ officials will be directly held responsible.

Further, CESC has taken up segregation of 58 feeders under DDUGJY scheme and the work is expected to be completed before March, 2019.

**Commission's Views:**

The Commission notes that the CESC has commissioned substantial feeders taken up under NJY scheme phase-1 & 2 and achieved significant progress. Under phase-3 also it is required to commission all the 58 numbers of feeders taken up for implementation. The Commission has noticed an inordinate delay in completion of the NJY works which has resulted in non-realization of envisaged benefits to the organization, as per the DPR.

**Therefore, the CESC is directed to commission all the remaining feeders taken up under phase-1 & 2 and all the feeders taken under DDUGJY as committed and thereafter to carry out the feeder-wise analysis to ensure that the objectives set out in the DPR are accomplished. Further, the CESC shall ensure that, any illegal tapping of NJY feeders by the farmers for running their IP-sets should be stopped. Failure to stop this illegal activity will defeat the very purpose of feeder segregation works undertaken at huge cost and therefore, the CESC needs to take stern action on such offenders. Further, the field officers / officials who fail to curb illegal tapping shall be personally held responsible for these irregularities.**

**The CESC should strictly monitor the implementation of regulated power supply to IP feeders as per the directions of GoK and take necessary corrective action if the same is faulty.**

**It is noted that the CESC has already segregated significant number of feeders under NJY phase-1 and 2 works and consequently the energy consumed by the IP sets could be more accurately measured at the 11 KV feeder levels at the sub-stations, duly considering the distribution losses in 11 KV lines, distribution transformers and LT lines. Therefore, the Commission directs the CESC to continue to report every month, the specific consumption and the overall IP set consumption, only on the basis of the data from energy meters installed to the agricultural feeders, as per the prescribed formats. Any data furnished based on other assumption will not be considered by the Commission.**

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

## **12) 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 Irrigation Pumps with energy efficient Pumps approved by the Bureau of Energy Efficiency, at least in one sub-division, in its jurisdiction and report compliance thereon.

### **Compliance by CESC:**

The CESC has issued Detailed Work Award to M/s Enzen Global Solutions Private Limited, Bangalore vide letter No CESC/GM(P)/DGM(P)/AGM(P-1)/2018-19/DWA:189/6612-16 dated 04.07.2018 to "Provide Consultancy Services & preparation of Detailed Project Report(DPR) for Agriculture DSM in 11kV Hoskote feeder" of Mysore Taluk. The survey work is under progress.

### **Commission's Views:**

The Commission notes that there is an undue delay in implementation of DSM scheme. The Commission also notes that the CESC has so far not taken any concrete action to implement the Agricultural DSM measures in its jurisdiction. The CESC needs to expedite implementation of DSM measures in its jurisdiction without any further delay. There is a huge potential for energy saving in the agricultural sector which needs to be tapped as early as possible to derive the benefits of the same on completion of the project. The CESC should accord strong emphasis for implementation of DSM measures with a view to conserve energy and also precious water for the greatest benefit of farmers. **Therefore, the CESC should take up Agricultural DSM initiatives in its jurisdiction and submit a suitable proposal to the Commission for approval.**

**13) 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 Panchayats and the action plan be prepared based on the data of un-electrified households.

**Compliance by CESC:**

CESC has achieved 100% electrification of un-electrified households in four districts of Mysore, Mandya, Chamarajanagara and Hassan. The details are updated in Soubhagya web portal being maintained by Ministry of Power, Government of India.

There are 1424 numbers of Un-electrified households to be electrified in Kodagu district for which tender has been invited and award of contract is under process. It is proposed to complete electrification work within March-2019.

**Commission's Views:**

The Commission notes that there is appreciable progress has been achieved in electrification of un-electrified households by CESC. However, it is noted that the CESC needs to hasten up the progress of electrification of 1424 numbers of un-electrified households in Kodagu District.

**The CESC is therefore, directed to expedite the task of providing electricity to all the un-electrified households within the targeted period and report compliance to the Commission giving the details of the monthly progress achieved from March, 2019 onwards. The Commission, as already indicated in the earlier Tariff Orders, would be constrained to initiate penalty proceedings**

**under Section 142 of the Electricity Act, 2003, against CESC in the event of non-compliance in the matter.**

#### **14) Directive on Implementation of Financial Management Framework:**

The present organizational set up of the ESCOMs at the field level appears to be mainly oriented towards 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 the 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 CESC:**

As directed by the Commission, the CESC has implemented the Financial Management Framework Model and the compliance is being submitted to the Commission regularly. The analysis of the performance of all the divisions during FY19 (up to September 18) using the financial framework is submitted.

#### **Commission's Views**

The Commission notes that the CESC has implemented the Financial Management Framework Model designed by it, so that the performance of the divisions / sub-divisions is linked to the quantum of energy received, sold and cost thereon so that they conduct the business purely on commercial principles. However, the CESC is not submitting the compliance in respect of

implementation of Financial Management Framework, on quarterly basis, to the Commission, as directed.

**The consumers and stake holders have raised concerns in the public hearing held by the Commission about the accumulation of revenue arrears and failure to recover the long standing arrears which is causing adverse impact on the Cash flows of CESC. The Commission directs CESC to chalk out a robust action plan to recover the long standing accumulated arrears from all the categories of consumers including local bodies, statutory authorities etc.**

The Commission directs the CESC to review the performance of the divisions & sub-divisions in terms of the energy received, sold, average revenue realization and average cost of supply using the Financial Management Framework Model developed by it. Further, the CESC is directed to continue to analyze the following parameters each month to monitor the performance of the divisions / sub-divisions, at corporate level:

- a) Target losses fixed and the achievement at each stage.
- b) Target revenue to be billed and achievement against each tariff category of consumers.
- c) Target revenue to be collected and achievement under all tariff categories.
- d) Target revenue arrears to be collected.
- e) Targeted distribution loss reduction when compared to previous years' losses.
- f) Comparison of high performance divisions in sales with low performance divisions.
- g) Targeted achievement in performing the energy audit, feeder-wise, DTC-wise, and the performance in achieving reduction in energy losses of feeders, DTCs by setting right the lacunae / issues like, tagging of consumers properly etc.,

Based on the analysis, the CESC needs to take corrective measures to ensure 100 per cent meter reading, billing, and collection, through identification of sub-normal consumption, replacement of non-recording meters etc.



The Commission reiterates its directive that the CESC shall continue to implement the Financial Management Framework Model and report the compliance thereon on a quarterly basis to the Commission, regularly. CESC shall identify the sub-divisions and divisions which are not collecting the required rate of ARR, analyze the reasons thereof and take remedial measures to ensure full recovery of revenue.

#### 15) Directive on Prevention of Electrical Accidents:

On a review of the electrical accidents that have taken place in the State during the year 2017-18, it is seen that the major causes of the accidents are due to snapping of LT / HT lines, accidental contact with live LT / HT / EHT lines / equipment in the streets, live wires hanging around the electric poles / transformers, violation / neglect of safety measures, lack of supervision, inadequate / lack of maintenance, etc., posing great danger to human lives.

Considering the above facts, the Commission hereby directs the CESC to prepare an action plan to effect improvements in its distribution network and implement safety measures to prevent electrical accidents. A detailed division-wise action plan shall be submitted by the CESC to the Commission.

#### Compliance by CESC:

The details of electrical accidents occurred during FY18 and up to October, 2018 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	FY-18	174	5	30	49	24	66	24.92
2	FY-19 (upto October 2018)	156	4	19	43	10	80	24.09

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

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

- a) Identifying and rectification of hazardous locations 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.
- b) Proper periodical and preventive maintenance of the distribution system and cutting of tree branches coming in contact with power lines.
- c) Providing all safety equipment to linemen and surprise inspection of works to check the use of safety equipment by them.
- d) Conducting safety meetings at section offices, to train the maintenance staff regarding use of safety equipment and adherence to safety procedures while working on lines like earthing on both sides of working zone, use of hand gloves, insulated tools etc.
- e) Issuing Notices to consumers constructing the buildings near distribution system and to ensure proper clearances before servicing of new installations.
- f) Educating the consumers regarding the safety precautions to be taken by them to avoid accidents, through media, interaction meetings, distributing pamphlets.
- g) Exhibiting the safety advertisements containing safety aspects in prime location during public programmes, to educate the general public regarding the safety precautions to be taken to avoid accidents.
- h) Safety awareness advertisement at Railway Stations, Chandana TV Programme, Vividabharati Radio Programme.
- i) Safety awareness through street plays.
- j) Highlighting the issues of conservation of energy and prevention of electrical accidents on the reverse of the monthly electricity bill.
- k) Displaying hoardings at all district Head Quarters and all offices of CESC.

Status of action taken for Reduction of Electrical Accidents up to September, 2018 are as detailed below:

SL NO	DIVISION	UNIT	MYSORE CIRCLE	CR NAGAR-KODAGU CIRCLE	MANDYA CIRCLE	HASSAN CIRCLE	CESC TOTAL	
1	Replacement of Damaged/ Deteriorated RCC, PSC, I-Beam, Tubular, Ladder, Wooden Poles	Nos	803	866	1412	1015	4096	
2	Replacement of Deteriorated Aluminium Conductor	Ckms	112.92	9.72	22.2	5	149.84	
3	Enhancement of Size of Conductor	Ckms	0.75	0	33.194	0	33.944	
4	Replacement of Copper Conductor	Ckms	0	0	9	0	9	
5	Providing Intermediate poles	HT Line	Nos	228	433	154	331	1146
		LT line	Nos	239	660	122	595	1616
6	No of Slanted poles set right	Nos	541	635	681	892	2749	
7	No of Places where lines close to /above the buildings are shifted	Nos	286	2	26	176	490	
8	No of Places where the Transformers are shifted to safe place	Nos	37	0	18	41	96	
9	No of places where Jumbled service main connections are set right	Nos	1087	311	102	299	1799	
10	No of places where LT kits /MCCBs are provided	Nos	35	71	143	80	329	
11	No of places where Aerial Bunched cables are provided	km	15	0	10.04	30	55.04	
12	No of awareness programs for public is conducted	Nos	34	18	13	35	100	
13	No of training programs to our field staff conducted	Nos	19	2	17	156	194	
14	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	2164	1083	229	4051	7527	

Status of Identified Hazardous locations for FY19 up to September 2018 is as detailed below:

ESCOM	OPENING BALANCE AS ON 31.03.2018	IDENTIFIED UP TO SEP-18	TOTAL HAZARDOUS LOCATION	RECTIFIED FOR THE YEAR 18-19 (UPTO SEP-18)	YET TO BE RECTIFIED AS ON 30.09.2018
CESC	1310	11721	13031	11515	1516

### Commission's Views:

The Commission notes that the CESC has taken several remedial measures to improve its distribution network and also taken up awareness programmes to

educate the field staff and public about the electrical safety measures. However, despite these measures, the rate of fatal electrical accidents involving human, animal and livestock is on an increase, which is a matter of serious concern to the Commission. The frequent occurrence of electrical accidents indicates that there is an urgent need for identification and rectification of hazardous installations, more systematically and regularly. Therefore, the CESC should continue to focus on identification and rectification of all the hazardous installations including streetlight installations / other electrical works, under the control of local bodies to prevent electrical accidents. CESC should also take up continuous awareness campaigns through visual / print media on safety aspects relating to electricity among public.

The Commission is of the view that, CESC should 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.

The Commission is also of the view that the existence of hazardous installations in the distribution network is evidently, because of the sub-standard works carried out by CESC without adhering to the best & standard practices in construction / expansion of the distribution network. The CESC needs to conduct regular safety audit of its distribution system and to carryout preventive maintenance works as per schedule of the Safety Technical Manual issued by the Commission to keep the network equipment in healthy condition. CESC should also take up regular inspection of consumer installations especially IP sets, pump houses, cow sheds and buildings under construction to identify hazardous installations, educate the consumers of the likely hazard and persuade them to take up rectification.

**The Commission, reiterates its directive that the CESC shall continue to take adequate measures to identify and rectify all the hazardous locations / installations existing in its distribution system under an action plan to prevent and reduce the number of electrical accidents occurring in its distribution system. Further, it shall also focus on rectifying hazardous consumer**

installations. Any lapse on the part the concerned officers / officials should entail them to face disciplinary action.

CESC shall submit an action plan for reducing the accidents in CESC area, within a month of the date of this Order. The compliance thereon shall be submitted to the Commission every month, regularly.