

## APPENDIX

### REVIEW OF COMPLIANCE OF THE 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(CIM) 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 GESCOM 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, GESCOM's website, local newspapers etc., to facilitate participation of maximum number of consumers in such meetings. **The GESCOM was required to ensure that the proceedings of such meetings are recorded and uploaded on its website, for the information of consumers.** 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 GESCOM 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 GESCOM:**

The Superintending Engineer (EI) / Executive Engineer (EI) / Assistant Executive Engineer (EI) of the respective Circles / Divisions / Sub-divisions conducts Consumer

Interaction Meetings third Saturday of every month by giving notification in paper and informing the venue and date for conducting the meeting to the Consumers. The grievances of consumers are invited and an attempt is made to solve the issue then and there and some issues are assured to be completed soon.

The Conditions of Supply 2006 and its Amendments specifies to create awareness among officers of GESCOM and consumers. If found any violation in application on various provisions of Conditions of Supply (2006) and its Amendments, the concerned officers are requested to take suitable action in this regard and send the compliance report to corporate office GESCOM for onward submission to the Commission.

SI No.	Month	Name of the Circle	No. of Sub Divisions Existing	No of subdivision in which CIM conducted.	No. of Complaints Received	No. of Complaints Disposed	CB	No. of Consumers Attended
1	2	3	4	6	7	8	9	10
1	April'2018	Kalaburagi	20	20	144	116	52	207
	May'2018		20	20	161	168	45	272
	June'2018		20	20	129	126	48	210
	<b>Total</b>		<b>20</b>	<b>20</b>	<b>434</b>	<b>410</b>	<b>145</b>	<b>689</b>
2	April'2018	Bidar	7	4	18	18	0	31
	May'2018		7	7	35	33	2	81
	June'2018		7	7	24	27	5	66
	<b>Total</b>		<b>7</b>	<b>7</b>	<b>77</b>	<b>78</b>	<b>7</b>	<b>178</b>
3	April'2018	Ballari	11	10	45	42	4	63
	May'2018		11	11	40	41	2	64
	June'2018		11	11	46	44	3	75
	<b>Total</b>		<b>11</b>	<b>11</b>	<b>131</b>	<b>127</b>	<b>9</b>	<b>202</b>
4	April'2018	Raichur	9	5	20	20	5	20
	May'2018		9	1	5	5	0	5
	June'2018		9	3	0	0	0	0
	<b>Total</b>		<b>9</b>	<b>9</b>	<b>25</b>	<b>25</b>	<b>5</b>	<b>25</b>
5	April'2018	Koppal	6	6	25	52	7	66
	May'2018		6	3	13	16	4	18
	June'2018		6	6	30	32	2	57
	<b>Total</b>		<b>6</b>	<b>6</b>	<b>68</b>	<b>100</b>	<b>13</b>	<b>141</b>
<b>Total 1st quarter</b>			<b>53</b>	<b>134</b>	<b>735</b>	<b>740</b>	<b>179</b>	<b>1235</b>

SI No.	Month	Name of the Circle	No. of Sub Divisions Existing	No of subdivision in which CIM conducted.	No. of Complaints Received	No. of Complaints Disposed	CB	No. of Consumers Attended
1	2	3	4	6	7	8	9	10
1	July-2018	Kalaburagi	20	16	148	120	52	185
	August-2018		20	20	171	178	45	260
	Sept-2018		20	20	129	126	48	197

Sl No.	Month	Name of the Circle	No. of Sub Divisions Existing	No of subdivision in which CIM conducted.	No. of Complaints Received	No. of Complaints Disposed	CB	No. of Consumers Attended
	<b>Total</b>		<b>20</b>	<b>56</b>	<b>448</b>	<b>424</b>	<b>145</b>	<b>642</b>
2	July-2018	Bidar	7	7	41	42	3	78
	August-2018		7	7	31	33	1	81
	Sept-2018		7	7	30	30	1	56
	<b>Total</b>		<b>7</b>	<b>21</b>	<b>102</b>	<b>105</b>	<b>5</b>	<b>215</b>
3	July-2018	Ballari	11	11	31	31	0	60
	August-2018		11	11	31	31	0	64
	Sept-2018		11	11	22	21	1	45
	<b>Total</b>		<b>11</b>	<b>33</b>	<b>84</b>	<b>83</b>	<b>1</b>	<b>169</b>
4	July-2018	Raichur	9	9	27	27	0	44
	August-2018		9	7	35	35	0	61
	Sept-2018		9	9	39	39	0	50
	<b>Total</b>		<b>9</b>	<b>25</b>	<b>101</b>	<b>101</b>	<b>0</b>	<b>155</b>
5	July-2018	Koppal	6	5	28	24	4	55
	August-2018		6	6	26	23	3	69
	Sept-2018		6	6	32	29	5	139
	<b>Total</b>		<b>6</b>	<b>17</b>	<b>86</b>	<b>76</b>	<b>12</b>	<b>263</b>
	<b>Total 2<sup>nd</sup></b>		<b>53</b>	<b>152</b>	<b>821</b>	<b>789</b>	<b>163</b>	<b>1444</b>

### Commission's Views:

The GESCOM has submitted the details of consumer interaction meetings conducted in its jurisdiction for 1<sup>st</sup> and 2<sup>nd</sup> quarter of FY19. It is observed that in Raichur district, out of 9 sub-divisions CIM was conducted in 1 and 3 sub-divisions during May and June, 2018, respectively. The Commission also notes that at some places the number of complaints resolved are more than the number of complaints received. During Public hearing the consumers' complained that the CIMs are not being chaired by neither SE / EE and the meeting details are not being uploaded on the website.

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. The Commission notes that the submissions made by GESCOM that, such meetings are being conducted on a single day i.e., on 3<sup>rd</sup> Saturday of every month in its entire area covering all the sub-divisions. In the preliminary observations, the Commission had raised a concern that, if such meetings are conducted on only one

day of the month in its entire area covering all sub-divisions, it is not clear as to how the SEE or EE could attend and chair all such meetings, as directed by the Commission. The Commission had directed GESCOM to clarify this by furnishing the details, indicating the dates on which the meetings were conducted and the officers who has chaired the CIMs for FY18 and 1<sup>st</sup> and 2<sup>nd</sup> Quarter FY19. GESCOM has not furnished the details as desired by the Commission, instead, has furnished the details in the form of the summary, in its replies.

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 GESCOM 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 no 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 Rs. One lakh per O&M sub-division per quarter for each instance of non-compliance and also direct that such penalty shall be recovered from the concerned Superintending Engineer or the Executive Engineer, as the case may be who fails to conduct such meetings.

The Commission also reiterates its directive to the GESCOM 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 to be chaired by the jurisdictional SEE or the jurisdictional EE, the concerned Asst. Executive Engineer shall continue to conduct the CIM on third Saturday of every month, so as to attend to the grievance of the consumers, as is being done in GESCOM as reported in the tariff filing.

Further, the proceedings of the meetings shall be uploaded on the website after every CIM. Also, it was brought to the notice of the Commission that the concerned officers were not available in the office during scheduled working hours. The Commission hereby directs that visiting hours should be fixed by GESCOM and should be displayed on the website and direct all the officers to be present during the visiting hours.

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 Subdivisions existing	No. of Subdivisions in which CIM is conducted	Name of the Subdivision	Date on which CIM conducted	Name & designation of the Officer Chairing the CIM	No. of Consumers attended	No of Complaints Received	No. of Complaints disposed	Closing Balance
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 GESCOM from the HT consumers, who are drawing energy through open access and directed the GESCOM to continue the efforts effectively.

The Commission had directed the GESCOM 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 GESCOM shall implement the directive forthwith and the compliance regarding

the same shall be submitted monthly to the Commission, regularly. The Commission also directed the GESCOM to quantify the billing and report.

**Compliance of the GESCOM:**

GESCOM has implemented preparation of energy bills on monthly basis by considering 15-minutes' time block period in respect of EHT / HT consumers importing power through power exchange under Open Access in Gulbarga Zone & Ballari Zone by downloading data from MRT staff and accounting of bills are done in division level.

GESCOM has furnished the details of impact of preparation of energy bills on monthly basis by considering 15-minutes time block in respect of HT / EHT consumers for FY18 (April, 2018 to September, 2018).

**Commission's Views:**

The Commission notes that the GESCOM 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 25.21MU during FY19 till September 2018. The stand taken by the Commission in directing the GESCOM to prepare monthly EHT / HT consumer bills on 15-minute's time block period has prevented a revenue loss of Rs.17.65 Crores during FY19 till September 2018 by the consumers who took advantage of its laxity in enforcing correct billing. The GESCOM 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.

GESCOM 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. GESCOM 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 were not being followed. **The Commission reiterates its directive that the GESCOM 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, GESCOM 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, GESCOM 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 GESCOM 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 GESCOM:**

In accordance with the Commission's directive on Energy conservation, GESCOM has taken action to service all the new installation only after ensuring that the BEE \*\*\*\*\* (Bureau of Energy Efficiency five-star rating) rated Air conditions, Fans, Refrigerators, etc., are being installed in the applicant consumer's premises. To service all the street light installations with LED. Also LED bulbs, fans, LED tube lights are sold in Kalburagi division outlets.

GESCOM has conducted awareness programme to all the existing domestic, commercial & industrial consumers, regarding the benefits of using five star rated equipment certified by the Bureau of Energy Efficiency in reduction of their monthly electricity bills and conservation of precious energy during consumer interaction meeting at Sub-division level and duly distributing the pamphlets, through print & digital media and in the monthly Electricity bills.

Project description	Achievement of Annual energy savings		Investment made on the project (In crores)
	Electricity (MUs)	Total savings (In crores)	
Belaku/Ujala scheme			
LED Bulbs Feb-16 to Sept-18 Bulb sold 11,95,232	53.25	32.4	In GESCOM under Ujala scheme LED bulbs fans and tube lights are purchased by consumer and there is no cost impact on GESCOM other than advertising cost
LED Tube Lights Feb-17 to Sept-18 sold 7218	0.22	0.133	
Fan Feb-17 to Sept-18 sold 1786	0.05	0.03	
<b>Total</b>	<b>53.52</b>	<b>32.563</b>	

### Commission's Views:

The Commission notes that the GESCOM has not issued any Circulars towards implementation of the directive. GESCOM has not submitted the compliance regularly on implementation of the directive. It is observed from the submission made by the GESCOM in tariff filing that the number of LED bulbs / energy efficient equipment is less than 12 lakhs. The GESCOM 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. During public hearings, several consumers have submitted that LED bulbs and star rated equipment are not being used by the consumers as no awareness was created by GESCOM. Consumers also submitted that GESCOM is not facilitating for replacement of faulty LED bulbs free of cost, within the warranty period of three years.

This shows that the GESCOM has not implemented the directive in its letter and spirit, to take forward the initiative of conservation of energy. However, GESCOM in its reply to the preliminary observation, has mentioned that GESCOM ensures 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 GESCOM has implemented "Hosa Belaku" and "Pavan" programme under which it is distributing energy efficient lamps, fans, 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 GESCOM 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 GESCOM 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. As undertaken during the review meeting, GESCOM 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 GESCOM 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 GESCOM 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 GESCOM 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 offices of all the O & M Sections and O & M sub-divisions, in its jurisdiction for the information of consumers as per the following format:

Nature of Service	Standards of Performance (indicative minimum time limit for rendering services)	Primary responsibility centres for lodging complaints	Next higher Authority	Amount payable to affected consumer
1	2	3	4	5

### Compliance by the GESCOM:

GESCOM has displayed the details of specified Standards of Performance on the board / notice boards in all its O&M Sections and Sub-division offices for the information of the consumers and also hosted in GESCOM Website.

GESCOM has also conducted interaction meeting and educate consumers about benefits of the Standards of Performance.

The compliance on the above is submitted to the commission.

### Details of total sub-divisions and Sections existing in GESCOM (as on Sept-2018)

Total sub-divisions	O&M Subdivisions			Total Sections	O&M Sections		
	No. of sub-divisions where SOP parameters have been displayed	Balance	Likely date of completion		No. of sections where SOP parameters have been displayed	Balance	Likely date of Completion
53	53	0	-	245	245	0	-

GESCOM has taken necessary action to display the details of SoP, Primary and next higher authority as per the format prescribed by the Commission in all the offices. GESCOM has also submitted that, it is monitoring overall performance standards relating to Distribution and Supply of Power for the year FY19 (April, 2018 to September, 2018).

GESCOM officers, during inspection to the sub-divisions, ensured that services rendered as per SOP standards are complied with and the compliances in this regard are submitted once in a quarter to the Commission.

**Commission's Views:**

The Commission while noting the GESCOM's compliance, reiterates that the GESCOM 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 GESCOM 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 GESCOM 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 GESCOM to take immediate action to display the SoP in **the format mentioned above in its official web site for information of the consumers.**

**The SoP should be displayed in each of the Section-Offices and Sub-Division Offices, 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 GESCOM to conduct awareness campaign at the Hobli levels for educating the public about the Standards of Performance prescribed by the Commission. GESCOM 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 GESCOM to publish the "HAND BOOK" (Kaipidi) 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 GESCOM officials, for non-compliance of the Commission's Directives. At the same time GESCOM 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 GESCOM 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:**

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

With a view to reducing the electrical accidents to the linemen working in the field, the Commission directs the GESCOM 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 GESCOM should sensitise the linemen about the need for adoption of safety aspects in their work through suitably designed training and awareness programmes. The GESCOM 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 GESCOM shall implement this directive within one month from the date of this Order and submit compliance report to the Commission.

##### **Compliance by the GESCOM:**

GESCOM has submitted that it has provided 2,000 Nos of Rubber hand gloves and 3,700 Nos Tool Kits to linemen staff.

GESCOM is monitoring the use of safety gear by linemen and the supervisory / higher officers on a regular basis. GESCOM is frequently imparting training to all the linemen and others staff under various mandatory technical training program to adhere to the safety aspects which becomes part of their routine work. About 606 line men have been given training from April, 2018 to December, 2018 regarding safety measures. The compliance on the above directives is regularly submitted to the Commission on quarterly basis.

ESCOM	Total Nos Linemen		No. of linemen provided with safety gear		No. of linemen yet to provide with safety gear		Likely date of providing safety gear to all linemen	
	Regular	Contract	Regular	Contract	Regular	Contract	Regular	Contract
GESCOM	3955	-	Rubber hand gloves: 2000 Tool Kits : 3700		Tenders invited for Rubber hand gloves: 2185 (Pairs) Safety Helmet : 2219 Nos. Earthing/discharge rods: 299		Tenders are called and after finalization of tender (Around 15.12.2018)	

### 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 GESCOM.**

**The Commission suggests that adequate quantity of all safety gears / equipment shall be procured periodically and sufficient inventory of these materials shall also be maintained. GESCOM should take action to empanel suppliers of safety gear / equipment, so that the procurement is quicker.**

The Commission while taking note of the GESCOM's compliance on the directive, stresses that the GESCOM 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. GESCOM should also furnish details of 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 GESCOM 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 and the linemen and other field staff 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 case studies.

#### **6. Directive on providing Timer Switches to Streetlights by the GESCOM**

The Commission directs the GESCOM 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 GESCOM 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 GESCOM:**

GESCOM is perusing with ULBs and Zilla panchayats officials to provide timer switches to street light installations and the ULBs have agreed to take the work under DCW / self-execution basis. All the field officers of GESCOM are instructed to prepare the estimate and submit the same to division office, the same may be finalized by division officers concerned with local bodies to take up the works. The concerned divisional officers are directed to complete the work before March, 2019.

Further, in Gulbarga City, the CMC have taken up work under self-execution in three phase. In first phase 497 nos. and in second phase 340 nos. of street light control points are provided with timer switches. In third phase 750 nos. of timer switches procured and 449 nos. of street light control points are provided with timer switches and balance 300 Nos will be provided with timer switches.

There are 11,824 no. of street light installations in GESCOM, out of which 5740 nos. are provided with timer switches, the concerned authorities are requested to provide timer switches for the balance no of installations.

**Commission's Views:**

**The Commission observes that GESCOM has not submitted the year-wise progress in installation of timer switches to street lights. Henceforth, GESCOM should submit the details in a tabular format as shown below:**

Sl. No.	Name of the taluka	Existing Street light installations at the end of the FY	Street Lights provided with timer switches during the FY	Balance to be provided with timer switches	Likely date of completion of installation of Timer switches

The Commission has observed from the submissions made by GESCOM in the tariff filing that, GESCOM has taken initiative to co-ordinate with the local bodies in providing timer switches to the streetlight control points.

During the public hearing, the consumers have raised concern that at several places, the street lights are unmetered and many a times, the street lights glow up to 9:00am in the morning.

GESCOM should persuade the local bodies for timely completion of installation of timer switches to all the street-lights under their jurisdiction at their cost by availing the funds / grants received from the Government and other agencies for such energy conservation programmes. Failure in doing so would not only result in wastage of electricity, but also shorter life of the installations and resultant avoidable expenditure on their replacement. Hence, GESCOM 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.

GESCOM needs to give adequate focus to this issue and has to coordinate with the concerned local authorities in installation of timer switches while servicing the new street light installations. If not, **the inaction and failure of the GESCOM will actually result in increase in the number street-light installations requiring timer switches. Persuading Corporates to fund this programme under their CSR activities**

**should also be examined.** GESCOM shall also explore taking the services of EESL for effective implementation of this measure. Hence, GESCOM 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.

**The Commission reiterates that the GESCOM 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 ESCOMs shall on a daily basis estimate the hourly requirement of power for each sub-station in their jurisdiction based on the seasonal conditions and other factors affecting demand.
- 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 the GESCOM:**

It is submitted that:

- a) 15-minutes' time block wise week ahead requirement of power for one week in advance is furnished to SLDC, KPTCL, Bangalore.
- b) Daily block-wise day ahead requirement of power based on seasonal condition and other factor affecting the demand is furnished to the SLDC Bangalore through e-mail. Every day SLDC in turn will issue availability of power one day in advance for GESCOM. Accordingly, re-scheduling of power will be done at 220 KV level Receiving Stations.

Whenever, there is loss of generation, SLDC will intimate GESCOM for restricting the load. Accordingly, GESCOM will restrict the load based on real-time basis as per the schedule given by the SLDC. The load will be restricted based on the 220KV R/S wise percentage of allocation chart and by communicating all the sub-stations and the concerned nodal officers for proper monitoring of power supply timings in batches with intimation to the concerned sub-division officers.

Whenever advance intimation is received by the SLDC regarding generation loss, in that case information will be given to the high yielding consumers such as HT& EHT installations.

GESCOM has submitted the projection of demand of power & energy month-wise for the year 2017-18 and 2018-19. Implementation of SMS Gateway under progress. Load shedding chart will be submitted in future for approval.

The load shedding is being carried out in all the Sub-station / Feeders by maintaining load shedding chart in batches with category wise feeders by strictly monitoring by the concerned nodal officers to avoid unscheduled load shedding.

GESCOM is reviewing the availability of power with respect to the projected demand for every month in the last week of the previous month and forecasting any unavoidable load shedding.

GESCOM is submitting feeder wise interruption details such as, number of interruption and duration of scheduled & unscheduled interruption to the Commission every month (PQM-1 {a}, {b} and {c}). The GESCOM is taking all possible measures, based on the real time schedule allocation by SLDC to minimize the inconvenience to the consumers and to improve the quality & reliability of power supply.

### **Commission's Views**

The Commission notes that the GESCOM has not taken up any kind of initiative towards the utilisation of 'application software' for integration with the SCADA data to provide information to the consumers through SMS in advance about the time and duration of probable interruptions.

**The Commission directs GESCOM to expedite the 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 GESCOM 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. 'Urjmitra' mobile application can be used as a link between GESCOM 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. GESCOM 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 GESCOM. The Commission directs GESCOM to take remedial measures to minimize power supply interruptions and ensure 24 x 7 power supply. GESCOM 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 (Indicative Maximum time limit for rendering service) set by the Commission, the GESCOM 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 GESCOM 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 GESCOM 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 early as possible. GESCOM 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.**

**Further, the Commission observes that despite directions to do so, GESCOM is not submitting its projections of availability and demand for power and any unavoidable load shedding for every succeeding month in the last week of the preceding month to the Commission regularly. The GESCOM is directed to submit the same regularly to the Commission without fail.**

**The Commission reiterates that the GESCOM 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 Center for Redressal of Consumer Complaints:**

The GESCOM was directed to put in place a 24 x 7 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 GESCOM are able to lodge their complaints to this Centre.

Every complaint, received through various modes in the centre 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 GESCOM 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 GESCOM to establish / strengthen 24 x 7 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 the GESCOM:**

GESCOM has established the 24X7 Fully Equipped Customer Care Centre (CCC) on 18.01.2012 with a Toll Free number 1800-42558585 in the Corporate Office premises, with all the necessary infrastructure for registering the complaints on fuse off call, billing problems, transformer failure, power supply failure etc. by the consumers.

Mapping of Short code '1912' to Toll- Free No-18004258585 has been successfully implemented from 01-09-2016.

The Public Grievance Redressal Service (PGRS) system has been implemented in the CCC from 13-08-2017.

GESCOM is continuing its efforts in further improving consumer services with prompt response especially by reducing time required for resolving consumer complaints based on breakdowns of lines / equipment, failure of transformers etc., resulting in interruptions of power supply.

GESCOM is properly monitoring the redressing of the Consumer Complaints in its area of supply and try to obtain timely and efficient services / redressal in the matter of consumer grievances. The Centralized Consumer Service Centre is having adequate number of desk operators in each shift so that the consumers across the jurisdiction of GESCOM are able to lodge their complaints directly with the Centre. Every complaint is received on a Helpline Telephone number by the desk operator and registered with a docket number which will be intimated to the consumer.

There after complaint will be transferred online / communicated to the concerned field staff for resolving the same. The concerned O&M / local service station staff will visit the complainant's premises / fault location at the earliest to attend the complaint and then inform the Centralized Service Centre that the complaint is attended. In turn, the call centre will call complainant and confirm whether the complaint has been attended. The complaint will be closed only after receiving consumer's / complainant's confirmation. The system of CCC will generate daily reports indicating the number / nature of complaints received, complaints attended, complaints pending and reasons for not attending to the complaints.

The Statement showing the details of calls Received and Answered / Complaints Registered and Redressed at the Centralized Customer Care Centre from April 2017 to March-2018 are as detailed below:

Sl. No	Month	No Of Calls Received & Answered	No Of Complaints Registered	No Of Complaints Attended	No Of Complaints Pending
1	April-17	77956	2476	2476	0
2	May-17	94264	3236	3236	0
3	June-17	111256	3227	3227	0
4	July-17	79866	3431	3431	0
5	August-17	76152	2616	2615	1
6	September-17	124452	3093	3093	0
7	October 17	87954	3005	3004	1
8	November 17	54307	1912	1912	0
9	December 17	15591	1485	1485	0
10	January 18	33679	1890	1888	2
11	February 18	45295	1685	1685	0
12	March 18	80693	2148	2147	1
<b>TOTAL</b>		<b>8,81,465</b>	<b>30,204</b>	<b>30,199</b>	<b>5</b>

The Statement showing the details of calls Received and Answered / Complaints Registered and Redressed at the Centralized Customer Care Centre from April 2018 to November-2018 are as detailed below:

Sl. No	Month	No Of Calls Received & Answered	No Of Complaints Registered	No Of Complaints Attended	No Of Complaints Pending
1	April-18	82512	4133	4133	0
2	May-18	95010	6349	6347	2
3	June-18	191514	5551	5550	1
4	July-18	141040	5468	5465	3
5	August-18	163406	5394	5389	5
6	September-18	169655	4373	4373	0
7	October 18	157453	3676	3675	1
8	November 18	109059	2291	2289	2
<b>TOTAL</b>		<b>11,09,649</b>	<b>37,235</b>	<b>37,221</b>	<b>14</b>

**Commission's Views:**

The Commission notes that the GESCOM has established the necessary infrastructure for effective redressal of consumer complaints. While taking note of the efforts made by GESCOM, it is observed that the number of complaints have not reduced over the months. GESCOM should also submit the average time taken to attend complaints to the Commission. 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 in during the public hearings on the negative (disrespectful) behavioural attitude of such executives working in the CCC, not providing the complaint numbers even after registering the complaints, lack of knowledge of executives working in the CCC by asking irrelevant questions during interactions rendering the toll free 1912 services ineffective. Further, GESCOM shall instruct the agency employing and deploying the executives, to impart suitable training on handling public relation issues, behavioural attitude, interpersonal relations etc., GESCOM shall bring in a system of recognizing the best performing customer care executive every week / fortnight / month and publicise such recognition so as to incentivise better performance from them. The Commission directs GESCOM to deploy a Senior Level Officers to supervise and review all the activities of the CCC, and shall take disciplinary action against erring officials / executives.

The Commission directs GESCOM 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 GESCOM 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 field-staff about prompt and effective handling consumer complaints apart from improving their general efficiency.

The Commission reiterates its directive to the GESCOM 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 GESCOM 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 GESCOM 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 directed all the ESCOMs to complete installation of meters at the DTCs. 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 the GESCOM:**

The Commission in its preliminary observation, directed GESCOM to submit comparative statement of losses recorded in cities / towns for FY18 as against FY17 along with details of energy audit conducted for the metered DTCs and the timeline by which all the DTCs will be metered and audited.

GESCOM in its reply to the preliminary observations, submitted a comparative statement of losses recorded in towns and cities for FY18 as against FY17 as tabulated below:



Sl. No.	Name of the Town/City	FY17			FY18		
		Energy Consumed in Town (MU)	Total Energy Sold (MU)	Distribution loss (%)	Energy Consumed in Town (MU)	Total Energy Sold (MU)	Distribution loss (%)
1	Gulbarga CSC	371.76	315.87	12.90	423.51	362.01	14.52
2	Aland	14.92	12.56	17.34	47.17	37.64	20.20
3	Shahabad	23.08	18.83	19.97	54.11	42.42	21.60
4	Wadi	17.75	14.47	19.83	50.74	39.72	21.72
5	Yadgir	45.45	38.41	17.11	78.78	65.61	16.72
6	Shahapur	36.43	30.24	18.66	65.07	52.99	18.57
7	Shorapur	27.73	23.20	17.51	54.71	45.07	17.62
8	Sedam	17.66	82.82	10.01	51.32	41.39	19.35
9	Bidar	152.96	132.22	15.72	178.66	152.68	14.54
10	Bhalki	19.39	16.53	16.07	52.39	40.58	22.53
11	B'kalyan	32.86	27.63	16.84	57.94	47.87	17.39
12	Humnabad	49.97	43.55	13.81	77.52	65.93	14.95
13	Raichur CSC	218.18	175.87	22.81	231.01	199.63	13.58
14	Manvi	38.47	30.05	24.12	70.06	55.54	20.73
15	Sindhnoor	41.92	34.34	19.54	67.24	57.75	14.11
16	Koppal	58.46	50.01	15.79	80.76	68.63	15.02
17	Gangavathi	50.19	671.24	14.90	81.21	68.21	16.00
18	Hospet CSC	136.46	118.54	14.82	156.06	133.50	14.46
19	Kampli	22.57	18.90	17.61	51.69	41.55	19.61
20	Bellary CSC	270.49	223.49	20.60	305.77	233.73	23.51
21	Siruguppa	28.12	25.10	20.42	60.92	50.33	17.39

GESCOM has initiated various measures for metering of DTC and energy audit at DTC level.

Details of DTCs meters and energy audit carried out are as detailed below:

Sl. No	Particulars	Progress as on 30.09.2018
1	Number of DTCs existing in the company.	95,629
2	Number of DTCs already metered.	74,295
3	Number of DTCs yet to be metered.	21,334
4	Time bound monthly programme for completion.	March-2019

GESCOM has furnished 11 kV feeder energy audit, DTCs, towns, cities and Division wise in a tabular format as shown below along with the feeder specific action plan to reduce the losses within a specific time frame where the losses are above 15%.

Sl. No.	Particulars	July-18	August-18	Sept-18	Actual Dist. Losses
1	Division wise	9.29% to 22.78%	9.52% to 18.64%	8.28% to 16.52%	July-18-11.40% Aug-18-16.92% Sept-18-13.71%
2	Towns and cities	7.42% to 25.12%	7.12% to 24.50%	6.86% to 25.12%	
3	11KV feeder levels	6.68% to 38.80%	10.81% to 28.84%	6.40% to 28.20%	
4	No of feeders having losses less than 15%	936	980	1051	

Sl. No.	Particulars	July-18	August-18	Sept-18	Actual Dist. Losses
5	No of feeders having losses more than 15 to 20%	358	503	554	
6	No of feeders having losses more than 20-30%	119	260	165	
7	No of feeders having losses more than 30%	7	8	1	
8	No. of DTCs having losses less than 5%	1990	1735	1750	
9	No. of DTCs having losses between 5% to 10%	1769	1254	1261	
10	No. of DTCs having losses between 10% to 15%	3319	3940	3954	
11	No. of DTCs having losses between 15% to 20%	4538	4632	4917	
12	No. of DTCs having losses more than 20%	1787	1532	1485	

GESCOM has taken up an action plan to reduce the losses within a specific time frame where the losses are above 15% like tagging of transformers in DTLMS.

GESCOM has also taken initiative for Implementation of Web based Distribution Transformer Lifecycle Management System (DTLMS).

No. of DTC's awarded for tagging	No. of DTC's tagging competed	Balance No. of DTC's tagging	Remarks
1,00,000	20,908	79,092	Balance DTC's to be completed before 31.12.2018

#### Commission's Views:

It is observed by the Commission that, the GESCOM has not submitted the monthly energy audit reports of cities / towns with detailed analysis regularly, to the Commission. The GESCOM 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 GESCOM is directed to conduct such energy audit and submit compliance thereon every month, regularly to the Commission. It is observed from the data submitted by the GESCOM in its tariff filing that, the distribution losses in respect of most of the major towns and cities have increased during FY18 compared to FY17. GESCOM has to take action to reduce the losses year on year.

The Commission observes that number of feeders having losses in the range of 15 to 20% and feeders having losses in the range of 20-30% have increased over the

period. Further, the number of DTCs having losses less than 5% have reduced over the period. Further, number of DTC having losses in the range of 15 to 20% and 20-30% have increased over the period.

As regards tagging, GESCOM has claimed that tagging of 79,092 DTCs are expected to get completed before 31.12.2018 seems highly unrealistic. It is observed that, GESCOM 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 GESCOM is not serious about conducting energy audit of 11 kV lines and DTC level energy audit and run its business on commercial principles. GESCOM 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, DTC metering 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 GESCOM 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 GESCOM is directed to take up energy audit of all the 11 kV feeders, and 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, 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 GESCOM to conduct workshops at the Division Office level, for educating the officers of all cadre on the importance of conducting the energy audit, feeder-wise, DTC-wise 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 GESCOM 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.**

**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 GESCOM 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.

GESCOM has not submitted any proposal on HVDS.

However, the Commission in its previous tariff order dated 14.05.2018, 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 GESCOM, not to take up or not to submit any further proposals of HVDS until further orders.

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

**11. Directive on Niranthara Jyothi – Feeder Separation:**

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

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

**Compliance by the GESCOM:**

**GESCOM** in its reply to the preliminary observation, has submitted the progress of feeder separation under DDUGJY as on 20<sup>th</sup> December, 2018 as detailed below:

Sl. No.	Name of District	Project cost (Crores)	No. of feeders proposed	Progress Achieved		% progress	Balance feeders	Financial progress (crores)	Probable date of completion			
				No. of feeders completed	No. of Feeders commissioned				Dec 18	Jan 18	Feb 18	Mar 18
1	Gulbarga	125.6	70	22	19	31.43%	48	46.43	16	9	9	14
2	Yadgir	94.77	44	9	9	20.45%	35	20.58	6	9	11	9
3	Raichur	51.98	48	47	47	97.92%	1	30.75	1			
4	Koppal	43.49	22	21	21	95.45%	1	27.44	1			
5	Bidar	84.17	40	13	6	32.50%	27	18.92	12	16	2	2
6	Ballari	63.53	26	4	4	15.38%	22	5.81	6	6	0	9
	Total	463.54	250	116	106	46.40%	134	149.93	42	40	22	34

## Implementation of NJY – Feeder separation.

Name of the Company	Total no. of feeders proposed under NJY			No. of Feeders commissioned			Work under progress			Probable date of Completion			No. of Hrs of power supply given on NJY, agriculture feeders	Remarks/ Reasons for delay
	Ph-I	Ph-II	Ph-III	Ph-I	Ph-II	Ph-III	Ph-I	Ph-II	Ph-III	Ph-I	Ph-II	Ph-III		
													NJY/Agri fdr	
GESCOM	235	109	-	235	92	-	-	13	-	-	March -2019	-	20-22Hrs Hrs of power supply given on NJY	15 feeders are Short Closed in Phase - II

**Note:**

- Work on 17 feeders short closed
- Work on 2 feeders short closed in Chincholi Taluk and same are covered under DDUGJY,
- Work on 15 feeders short closed in Humnabad division for which 13 numbers of feeders are covered under NJY in Phase-II to cover all the villages of 15 feeders.

GESCOM has stated that the feeder-wise IP-set consumption, based on feeder energy meter data, every month in respect of agriculture feeders segregated under NJY, will be submitted to the Commission, every month.

**Commission's Views:**

The Commission notes that the GESCOM has commissioned all the feeders taken up under NJY scheme phase-1 but is yet to complete commissioning of major numbers of feeders under phase-2 and work is under progress for remaining 13 feeders. GESCOM has completed only 42% of segregation of feeders in the third phase of NJY scheme. Hence, an inordinate delay can be seen in completion of the NJY works which has resulted in non-realization of envisaged benefits to the organization, as per the DPR.

Therefore, the GESCO is directed to commission all the remaining feeders taken up under phase-2 and phase-3 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 GESCO 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 GESCO 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.

As regards IP set sales, GESCO should strictly monitor the implementation of the regulated power supply scheme to IP feeders and take necessary corrective action if the same is faulty.

It is noted that the GESCO has already segregated significant number of feeders under NJY phase1 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 GESCO 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 GESCO 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 GESCO 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 the GESCOM:**

## Demand side Management in Agriculture

District-wise / Taluk-wise and Category-wise breakup of commissioned Solar water pumps (SWP) systems, Under Phase I as on 30.06.2018.											
S.NO	ESCOM	District	Taluk	Beneficiaries allotted				Commissioned			
				General	SC	ST	Total	General	SC	ST	Total
1	GESCOM	Kalaburagi	Afzalpura	120	22	8	150	120	21	7	148
2		Koppal	Gangavathi	40	8	2	50	40	8	2	50
<b>Total</b>				<b>160</b>	<b>30</b>	<b>10</b>	<b>200</b>	<b>160</b>	<b>29</b>	<b>9</b>	<b>198</b>

District-wise / Taluk-wise and Category-wise breakup of commissioned SWP systems, Under Phase II as on 30.06.2018.											
Sl.No	ESCOM	District	Taluk	Beneficiaries allotted				commissioned			
				Total	Category			Total	Category		
					Gen	SC	ST		Gen	SC	ST
1	GESCOM	Kalaburgi	Kalburgi	50	41	6	3	49	40	6	3
2			Jevargi	30	24	4	2	17	11	4	2
3			Chittapura	30	24	4	2	2	1	1	0
4			Chincholi	30	24	4	2	0	0	0	0
5		Yadagiri	Yadagiri	30	24	4	2	0	0	0	0
6		Raichur	Raichur	30	24	4	2	6	0	4	2
7			Sindanur	30	24	4	2	21	18	3	0
8		Ballari	Sandur	30	24	4	2	0	0	0	0
9		Bidar	Humnabad	30	24	4	2	0	0	0	0
10			Balki	30	24	4	2	0	0	0	0
<b>Total</b>				<b>320</b>	<b>257</b>	<b>42</b>	<b>21</b>	<b>95</b>	<b>70</b>	<b>18</b>	<b>7</b>
District-wise / Taluk-wise and Category-wise breakup of commissioned Solar water pumps (SWP) systems, Under Phase III as on 30.06.2018.											
ESCOM	District	Taluk	Beneficiaries allotted				Commissioned				
			Total Nos.	Category			Total Nos.	Category			
				Gen	SC	ST		Gen	SC	ST	
GESCOM	Bidar	Bidar	5	4	1						
			5	4	1	0	0	0	0	0	0

Solar water pumps are sponsored by KREDL and there is no role of GESCOM in registering these applications.

**Commission's Views:**

The Commission notes that, as stated by GESCOM, KREDL in its reply, has submitted that it has achieved significant progress in commissioning of Solar Water Pumps (SWP) systems under Phase-I in GESCOM area. It is stated that KREDL has commissioned 198 SWPs out of 200 SWPs allotted under phase-1. Under phase-2, out of a total of 320 SWPs allotted, 95 SWPs are serviced. Under third phase, 5 number of SWPs were allotted and none of them (spill-over) have been serviced. GESCOM is furnishing contradictory statements in the filing and in its replies to preliminary observations.

GESCOM in its submission, has not indicated the expected date of completion of the project. GESCOM should take up the matter with KREDL and pursue them for timely completion of the same.

**The Commission notes that the GESCOM has not taken up / proposed any projects under agriculture DSM. The GESCOM need 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. Therefore, the GESCOM should accord highest priority for implementation of DSM measures with a view to conserve energy and also to reduce subsidy burden on Government and its cross-subsidising consumers. Further, GESCOM should also identify and take up agricultural DSM initiatives in its jurisdiction and submit the suitable proposals to the Commission for approval.**

#### 4.13. 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 the GESCOM:

GESCOM in its petition has submitted the details in a tabular format as shown below:

Life line supply to un-electrified households:

Electrification of Rural Households in GESCOM					
ESCOM	QRTR	No. of Un-Electrified Rural Households Identified	No. of Un-Electrified Rural Households Electrified	Balance to be Electrified	Target date for completion
GESCOM	1 <sup>st</sup> QRTR	92,472	2,352	90,120	
	2 <sup>nd</sup> QRTR	90,120	26,080	64,040	31.03.2019



Electrification of Urban Households in GESCOM					
ESCOM	QRTR	No. of Un-Electrified Urban Households Identified	No. of Un-Electrified Urban Households Electrified	Balance to be Electrified	Target date for completion
GESCOM	2nd QRTR	6,685	6,685	Nil	Nil
		6,565	6,565	Nil	Nil

### Commission's Views:

GESCOM in its replies to the preliminary observations, has submitted that 61,422 un-electrified houses will be electrified under Soubhagya Scheme. The Lol has been issued in respect of 14 packages and the remaining two packages will be issued with work award of total Rs.88.47 Crores.

The Commission notes that the progress achieved in electrification of un-electrified households is less than 29 per cent at the end of the second quarter. Hence, target date of 31.03. 2019 as submitted by GESCOM for completion electrification of un-electrified households seems to be unrealistic. The GESCOM needs to hasten up the progress of electrification of un-electrified households for timely completion of the project.

**The GESCOM 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, that it would be constrained to initiate penalty proceedings under Section 142 of the Electricity Act, 2003, against GESCOM in the event of non-compliance in the matter.**

### 14. Directive on Implementation of Financial Management Frameworks:

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

#### **Compliance by the GESCOM:**

GESCOM has taken up financial management model to analyze the performance of the company and initiative has been taken to bring accountability on the performance of the divisions / sub-divisions in terms of the quantum of energy received, sold and its cost so as to conduct its business on commercial principles.

GESCOM has submitted the analysis for the First Quarter of the financial year FY19 bringing out the details of the targets and achievements as per the parameters of the financial framework.

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

The Commission notes that the GESCOM has taken up financial management model to analyze the performance of the company at the Corporate office level only. But GESCOM has not submitted any analysis divisions / sub-divisions wise to bring accountability on their performance in terms of the quantum of energy received, sold and its cost so as to conduct its business on commercial principles. However, the GESCOM 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 GESCOM's Cash flows. The Commission directs GESCOM to chalk out a robust action plan to recover the long standing accumulated arrears from all category of consumers including local bodies, statutory authorities etc.**

The Commission directs the GESCOM 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 GESCOM 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 the reduction in energy losses of feeders, DTCs by setting right the lacuna's / issues viz., tagging of consumers properly etc.,

**Based on the analysis, the GESCOM needs to take corrective measures to ensure cent 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 GESCOM shall continue to implement the Financial Management Framework Model and regularly report the compliance thereon on a quarterly basis to the Commission. GESCOM shall identify the sub-divisions and divisions which are not collecting the required rate of ARR as per the Tariff Order and take remedial measures to ensure full recovery of ARR with reference to the energy drawn by the sub-division/ division.**

#### **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 GESCOM 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 GESCOM to the Commission.

#### Compliance by the GESCOM:

GESCOM has furnished the following information on Prevention of Electrical Accidents:

Name of the ESCOMs	Month	Total No. of accidents	Fatal				Non-fatal		
			Human			Live Stock	Human		
			Dept.	Non-Deptl.	Total		Deptl.	Non-Deptl.	Total
GESCOM	July-2018	44	0	14	14	23	4	3	7
	August-2018	39	1	7	08	22	7	2	9
	September-2018	42	0	12	12	16	5	9	14
<b>Total</b>		<b>125</b>	<b>1</b>	<b>33</b>	<b>34</b>	<b>61</b>	<b>16</b>	<b>14</b>	<b>30</b>
FY19 2 <sup>nd</sup> Qtr		125	1	33	34	61	16	14	30
FY19 1 <sup>st</sup> Qtr		160	2	33	35	89	16	20	36
FY18 total		350	3	88	91	178	54	27	81
FY17 total		369	4	80	84	201	31	53	84
FY16 Total		396	1	82	83	237	18	58	76

#### Details of Hazardous Installations:

Sl. No	Name of O&M Circle	No. of Hazardous Locations Identified as on 30.06.2018 to 30.09.2018	No of Hazardous Locations rectified as on 30.09.2018	Work under Progress	Balance to be Rectified
1	Kalaburagi	262	59	57	146
2	Bidar	327	3	5	319
3	Raichur	67	49	0	18
4	Koppal	132	72	0	60
5	Ballari	43	30	0	13
<b>6</b>	<b>Total</b>	<b>831</b>	<b>213</b>	<b>62</b>	<b>556</b>

Sl. No	Name of O&M Circle	No. of Transformers existing on footpath on 30.06.2018	No. of Transformers existing on footpath as on 31.09.2018	No of transformers shifted up to 30.09.2018	Balance Transformers to be shifted
1	Kalaburagi	36	36	2	34
2	Bidar	34	34	0	34
3	Raichur	10	10	0	10
4	Koppal	1	1	0	1
5	Ballari	30	30	0	30
	<b>Total</b>	<b>111</b>	<b>111</b>	<b>2</b>	<b>109</b>

To reduce electrical accidents GESCOM has taken following measures:

- To carry out periodical and preventive maintenance works on distribution system.
- Providing intermediate poles on LT / HT lines.
- Replacement of deteriorated conductors / broken poles in LT / HT lines and setting right the slanted poles by foot concreting.
- Re-stringing of loose spans in LT / HT lines.
- Rectification of hazardous installations identified in lines and equipment.
- Providing clearance to the LT / HT Lines which are passing close to the buildings.
- Procurement of safety materials for field staff.
- Educating the field staff and public about the use of safety electric equipment and measures to be taken.

GESCOM in its reply to the preliminary observation, has submitted that in FY20 tariff filing Rs. 1,600 Lakhs has been proposed and Rs. 1,280 lakhs expenditure to be booked for taking up preventive measure to reduce the accidents like providing intermediate poles, restring of sagging lines, proving guy and stud guarding, shifting of line fencing of DTCs.

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

The Commission notes that the number of fatal accidents have increased during FY18 as compared to FY17. Further, as per the details of hazardous installations as furnished by GESCOM in its tariff filing, the number of locations rectified, work under Progress and balance to be rectified does not agree with the number of installations identified. Hence, GESCOM is directed to re-submit all the details of hazardous installations indicating the number of hazardous installations as on date with in one month from the issue of this Order.

Further, it is also observed that GESCOM has shifted only two number of transformers out of 111 transformers existing on the footpath. This shows laid back approach towards implementation of Commission's directives.

From the data submitted by the GESCOM, the Commission notes that the GESCOM has not taken any 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. The rate of fatal electrical accidents involving human, animal and livestock is also 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 GESCOM 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. GESCOM 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, GESCOM 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 of the view that the existence of hazardous installations in the distribution network is evidently, because of the sub-standard works carried out by GESCOM without adhering to the best & standard practices in construction / expansion of the distribution network. The GESCOM 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. GESCOM 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 GESCOM 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.

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