

## CHAPTER – 3

### PUBLIC CONSULTATION - SUGGESTIONS / OBJECTIONS & REPLIES

- 3.1** In pursuance of the provisions of Section 64 of the Electricity Act, 2003, the Commission has undertaken the process of public consultation, to obtain suggestions / views / objections from the interested stake-holders, on the application filed by the MESCOM, for the Annual Performance Review for FY18, approval of ERC and ARR for FY20 to FY22 and also approval of revised retail supply tariff for FY20, under the provisions of the MYT Regulations. In the written submissions as well as during the public hearing, the stake-holders and the public have raised several objections and have made suggestions, on the Tariff Application.
- 3.2** The names of the persons who have filed written objections and made oral submissions are given below:

#### List of persons who have filed written objections:

Sl. No.	Application No.	Name & Address of Objectors
1	AE-01	Shruti Bhatia, Indian Energy Exchange.
2	AE-02	Greenko Energies Pvt Ltd
3	MB-01	I.R. Fernandez, President, District Small Industries Association, Udupi.
4	MB-02 to MB-13	Parameshwarappa & Others, Chikkamangalore.
5	MB-14 to MB-34	Shankamaryana Bhat & Others, Kundapura.
5	MA-01	Mangalore SEZ Ltd
6	MA-02 to MA-20	Shankar Shetty & Others, Udupi District.
7	MA-21	Ravikiran Kulkarni, General Secretary, Kussia
8	MA-22	B.S. Nagaraj, Secretary, Consumer Forum, Shimoga
9	MA-23	Balasubramanya Bhat.
10	MA-24	Anil Savur D, Secretary Karnataka Planters Association
11	MA-25	Sathyanaryana Udupa, Bharathiya Kissan Sangha, Udupi District
12	MA-26 to MA-30	Naveenchandra Jain & Others , Bharathiya Kissan Sangha, Karkala.
13	MA-31	K.N.Venkatagiri Rao, Secretary Consumers' Forum, Sagar.
14	MA-32	P.B.Abdul Hameed, President, Kanara Chamber of Commerce & Industry, Mangalore.

Sl. No.	Application No.	Name & Address of Objectors
15	MA-33	V.Krishnadas Kamath, Secretary District Small Industries Association, Mangalore.
16	MA-34	Gaurav Hegde, President, Kanara Small Industries Association.

**3.3** The gist of the objections, the replies by the MESCOM and the Commission's views are given in **Appendix-1** of this order.

**3.4** As a part of the Public consultation, the Commission also held a public hearing at Mangaluru on 07.02.2019. In the public hearing, the following persons made oral submissions before the Commission. A List of the persons who made oral submissions during the Public Hearing on 07.02.2019 is as under:

Sl. No.	Name & Address of Objectors
1	Sri Parameshwarappa , State Secretary, Bharathiya Kissan Sangha.
2	Sri M.Balakrishna Bhat, Agriculturist.
3	Sri Sathyanaryana Udupa, Bharathiya Kissan Sangha Udupi.
4	Sri P.B.Abdul Hameed, President, Kanara Chamber of Commerce & Industry, Mangaluru.
5	Sri Gaurav Hegde & Sri Britto, Kanara Small Industries Association.
6	Sri Sanjan Shevlekar.
7	Sri Ramkrishna Sharma, Chairman Udupi District Krushi Sangha.
8	Sri Srinivasa Bhat, Secretary, Udupi District Krushi Sangha.
9	Sri Rajendra Suvarna, Karnataka Coastal Ice Plant Owners Association.
10	Sri Balasubramanya Bhat.
11	Sri Suryanaryana, CEO Mangalore SEZ.
12	Sri K.N. Venkatagiri Rao, Secretary, Grahakara Vedike, Sagar.
13	Sri Sunil Vas, Director, Human Right Federation of India.
14	Sri Lakshmi Narayana, Electric Contractors Association, Bantawala.
15	Smt Shubha Shetty, Mangalore
16	Sri Rama Mohan, Airports Authority of India

3.5 In public hearing conducted by the Commission, the stakeholder raised several points/ issues relating to the operation and working of the MESCOM. The gist of the submissions made during the Public Hearing held on 07.02.2019 is listed below:

Sl. No.	Suggestions/ Objections	Replies by MESCOM
1.	DTCs are not properly metered and the metering is not properly maintained. It is difficult to understand on what basis MESCOM is claiming the subsidy from the Government.	The Managing Director, MESCOM issued necessary clarification, in brief and replied to the points raised by the consumers. She assured the Commission that the all the points raised will be looked into and remedial measures taken wherever necessary.
2	The toll free number 1912 is not properly working and no proper response is obtained from the executives working in the centralized customer care center.	
3	The Audited reports, CAG reports should be made available to consumers.	
4	7 hours of 3 phase power supply with proper voltage is not provided in rural areas.	
5	The farmers are disregarded by MESCOM and there is no response from officers to complaints given by the farmers. Transformer replacement is taking more than 72 hours. Failed distribution transformers are not replaced in time. The farmers themselves have to go to the office, get the transformer and replace it.	
6	The Ice plants should be treated as seasonal industry and benefits of seasonal industry should be passed on and some concession should be allowed. Ice plants situated 5 km from sea shore should be given special tariff or should be included in small scale industries category.	
7	Power supply to the IP sets shall be provided through the remote controls mounted on the cross arms.	
8	No regular consumer interaction meetings are being held in Tarikere, Chikkamagalur Districts and the SE and the EE have not attended the meetings, but no fine is imposed on them.	
9	Basic slab for availing HT Power supply to small-scale industries should be increase from present limit of 67 HP to 100 HP.	
10	Design the ToD tariff only to incentivize for usage during the period from 20.00 hrs. to 8 Hrs. without having any disincentive factor for usage in peak hours.	
11	Every year the Commission revises tariff to seeing that the losses are made good. Still ESCOMs file petitions seeking hike in tariff every year.	
12	Meter reading activity in rural areas is not happening, because of which the MESCOM is incurring losses.	

13	The Long pending arrears of MPM is not recovered and a total amount of Rs.1231 Crores is due from other ESCOMs and the GoK, with no steps taken to recover the same.	
14	LED bulbs are not available in stock and no exchange of bulbs is given.	
15	MESCOM is said to have complied the display of SoP in all its subdivisions and section offices. Actually, MESCOM has displayed the benchmark of its achievement in attending complaints, but has not taken up the implementation of actual directive. It is being followed up since 14 years but not result.	
16	The Auto reclosure are not working due to improper maintenance of LT lines. Therefore the cost of Auto reclosure should be disallowed.	
17	Power purchase cost per unit is Rs.3.71 and the average cost of supply is Rs.8.09 per unit, more than double the power purchase cost. It is big shock to the industries. Small scale industries have been undergoing severe hardship on accounts of Global recession, demonetization, reduced sales and recessionary conditions prevailing in the domestic market for the last two years. In such a situation increase in electricity tariff will hit the industries.	
18	Temporary power tariff being applied to construction of industries is very high and hence there should be separate tariff in reduced rate to industries during construction.	
19	To give direction to MESCOM to announce citizen charter under ease of doing business.	
20	IT, BT Companies are availing power supply under industrial tariff, as per Government policy.	
21	Replies received from Officers and linemen staff are not polite. Suitable training must be given in respect of public relation and human relation.	
22	Print on the papers in the bills issued, the receipts from the ATP are very poor. Needs improvement.	
<p><b>Commission's Views:</b> The Commission, while passing this Tariff Order, has taken note of the points raised by the public / stakeholders, relating to the tariff and the replies given by the MESCOM. The non-tariff related issues shall be taken up by the consumers with the appropriate officers of the MESCOM.</p>		