

Chapter-3

Compliance to Directives

New Directives:

1. Linking of RR Nos. to Aadhaar No's. of IP sets having a sanctioned load of 10HP and below.

The Commission directed all the ESCOMs to take up a drive to obtain and link the RR Numbers to Aadhaar Numbers, in respect of all the IP set installations of 10HP and below. The ESCOMs shall complete this task within six months from the date of issue of order. In case the ESCOMs fail to link the RR Numbers to Aadhaar numbers, the Government shall not release subsidy in respect of such installations.

Compliance by MESCOM:

Instructions have been given to all the field officers to collect and link the Aadhaar Number of IP sets. As on 31.10.2023 91.10% Aadhaar numbers collected and 88.84% of Aadhaar numbers linked to the available software of MESCOM.

2. Setting up of Web Portal for monitoring PPAs and PP bill payments.

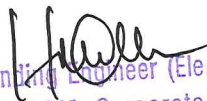
- a. Creating complete database of all the executed PPAs, approved by the competent authorities and updating the data on a regular basis.
- b. Online payment of Power Purchase bills:
 - i. All the Generators shall mandatorily upload their power purchase bills payable by the ESCOMs, on the web portal created by the respective ESCOMs.
 - ii. The ESCOMs shall arrange to pass the bills and make online payment through digital transfer of money and post the payment details on the Web portal.

Directive to be implemented within a timeframe of three months from the date of Order.

Compliance by MESCOM:

As directed by the Hon'ble Commission to implement a software which is implemented by BESCO, for monitoring PPAs and payment of Power Purchase bills, MESCOM will adopt the same software once it is finalized by BESCO. In this regard, a letter has been addressed to BESCO on 16.11.2023 requesting to arrange for live demo of web portal developed by BESCO for taking necessary action to comply with the directive of the Hon'ble Commission.




Superintending Engineer (Ele.) Commercial
MESCOM, Corporate Office
Mangaluru - 575 004

Existing Directives:**1. Issue of No Objections Certificate (NOC) for Wheeling and Banking facility to Open Access Consumers/ Captive generators:**

The Commission directed MESCOM to furnish the details of applications received, NOC issued within the time frame and details of NOCs issued after the timeline, duly giving reasons for the delay. MESCOM shall also ensure that for any deliberate delay in issue of NOC by respective officers, suitable action is taken against the concerned.

Compliance to this directive may be reported within two months from the date of issue of Tariff Order.

Compliance by MESCOM:

MESCOM is abiding the Open Access regulations duly issuing the No Objection Certificate (NOC) for Wheeling and Banking facility to Open Access Consumers/ Captive generators within the timeframe specified in the said regulations.

Details of applications received and disposed off during the **FY 2022-23** and **FY 2023-24** are as follows:

Financial Year 2022-23

Particulars	Total number of applications received.	NOC issued within timeline	NOC issued after time line	Number of applications disposed off.
Open Access Consumers	5	5	0	5
Wheeling & Banking	5	5	0	5

Financial Year 2023-24

Particulars	Total number of applications received.	NOC issued within timeline	NOC issued after time line	Number of applications disposed off.
Open Access Consumers	-	-	-	-
Wheeling & Banking	-	-	-	-

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

The Commission reiterated its directive to the MESCOM to conduct Consumers' Interaction Meetings (CIM) chaired either by the jurisdictional Superintending Engineer or jurisdictional Executive Engineer once in a quarter, in each of the O & M sub- divisions for redressal of consumer grievances relating to supply of electricity. The proceedings of conduct of such meetings shall be uploaded in the website of the MESCOM for reference of the needy consumers and a report in the prescribed format shall be sent to the Commission after the end of each quarter. In addition to the quarterly meetings to be chaired by the




Superintending Engineer (Ele.) Commercial
MESCOM, Corporate Office
Mangaluru - 575 004

jurisdictional SEE or the jurisdictional EE, the concerned Assistant Executive Engineer is to conduct the CIM on third Saturday of every month so as to attend to the grievances of the consumers.

Compliance by MESCOM:

As per the directions of the Hon'ble Commission, MESCOM is conducting Janasamparka Sabha's under the chairmanship of Superintending Engineer (Elec.) of concerned O&M Circle/ Executive Engineer(Elec) of O&M Division by giving wide publicity by means of leading newspapers, e-mails, messages, social media like twitter and facebook, etc., well in advance (3 days prior) in order to ensure large participation of Consumers. Creating an opportunity for the consumers to raise their grievances personally. Similarly every 3rd Saturday of the month CIM were also conducted under the chairmanship of Subdivisional Officer. Also, proceedings of the meeting are uploaded in the website of the MESCOM for reference of the needy consumers.

MESCOM is having currently 62 O&M subdivisions. By comprising all the Subdivisions, during 2022-23, **238 no's of Janasamparka Sabha's, 613 no's of CIM's** have been conducted. Likewise during 2023-24 upto September **105 no's of Janasamparka Sabha's, 189 no's of CIM's** have been conducted. In the above said meetings about **4288** complaints were brought to the notice of MESCOM for redressal and a total of **4422** complaints were disposed. The details relating to the period 2022-23 and 2023-24 (upto Sept-2023) are as follows:

Progress of Janasamparka Sabha's in 2022-23:

O&M Circle	No. of O&M Sub-Divisions	No. of O&M Sub-divisions in which meetings has to be conducted	No. of meetings conducted	No. of Complaints received in the meeting	No. of Complaints disposed	Cumulative No. of Complaints yet to be addressed
Mangalore	20	20	79	327	845	395
Udupi	12	12	46	165	166	33
Shivamogga	18	18	72	286	278	12
Chikkamagaluru	12	12	41	354	363	77
Total	62	62	238	1132	1652	517

Progress of Janasamparka Sabha's in 2023-24: (Upto Sept-2023)

O&M Circle	No. of O&M Sub-Divisions	No. of O&M Sub-divisions in which meetings has to be conducted	No. of meetings conducted	No. of Complaints received in the meeting	No of Complaints disposed in the meeting	Cumulative No. of Complaints yet to be addressed
Mangalore	20	20	37	424	294	525
Udupi	12	12	20	105	108	30
Shivamogga	18	18	36	139	123	28
Chikkamagaluru	12	12	12	124	151	50
Total	62	62	105	792	676	633



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 Superintending Engineer (Ele.) Commercial
 MESCOM, Corporate Office
 Mangalore - 575 004

Out of the above, some issues of the consumers are of the nature which requires integrated system improvement. Such kind of the issues are addressed by including in the system improvement works. In this regard, details are being submitted to the Hon'ble Commission on quarterly basis for review. The Details of the Janasamparka sabha's/ CIM's conducted in MESCOM jurisdiction in the format for FY-23 & FY-24 (Upto Sept-2023) is annexed in **Annexure-CIM.**

Progress of CIM's conducted at Subdivision level in 2022-23:

O&M Circle	No. of O&M Sub-Divisions	No. of O&M Sub divisions in which meetings has to be conducted	No. of meetings conducted	No. of Complaints received in the meeting	No of Complaints disposed in the Meeting	Cumulative No. of Complaints yet to be addressed
Mangalore	20	240	222	458	458	0
Udupi	12	144	97	40	40	0
Shivamogga	18	216	158	145	145	0
Chikkamagaluru	12	144	136	911	688	76
Total	62	744	613	1554	1331	76

Progress CIM's conducted at Subdivision level in 2023-24 (upto Sept-23):

O&M Circle	No. of O&M Sub-Divisions	No. of O&M Sub divisions in which meetings has to be conducted	No. of meetings conducted	No. of Complaints received in the meeting	No of Complaints disposed in the meeting	Cumulative No. of Complaints yet to be addressed
Mangalore	20	120	100	244	244	0
Udupi	12	72	60	56	56	0
Shivamogga	18	108	90	83	83	0
Chikkamagaluru	12	72	60	189	263	2
Total	62	372	189	810	763	2

3. Directive on Implementation of Standards of Performance(SoP):

The Commission while taking note of MESCOM's compliance reiterates that the MESCOM shall continue to adhere to the directives on the specified Standards of Performance in rendering various services to consumers in a time bound manner.

The Commission further directed the MESCOM to supervise over the functioning of field offices particularly in rendering of services to the consumers, relating to restoration of supply of electricity.

The Commission also directed MESCOM to submit the Quarterly Reports giving the details of number of violations of SoP by officers, Sub-division wise, month wise, amount of penalty



[Signature]
 Superintendent Engineer (Ele.) Commercial
 MESCOM, Corporate Office
 Mangaluru - 575 004



levied on the officers and the amount paid to the consumers for the delay in rendering service. MESCOM shall continue to display Rights of Consumers relating to Supply of Electricity, Standards of Performance (SoP) and allied matters, Regulations, 2022 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 shall be mentioned that, consumers can claim the compensation automatically from the concerned officers for deficiency in service.

The Commission reiterated and directed MESCOM to conduct awareness campaign at the Hobli levels for educating the public about Rights of Consumers relating to Supply of Electricity, Standards of Performance (SoP) and allied matters, Regulations, 2022 specified by the Commission. MESCOM shall continue to 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 same..

MESCOM shall consider and continue 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.

Compliance by MESCOM:

MESCOM is strictly adhering to the specified Standards of Performance while rendering services to ensure that consumer complaints are attended in a time bound manner as per the KERC (Licensee's Standards of Performance) Regulations, 2004.

Also, MESCOM is continuously supervising the functioning of all field offices particularly in rendering services to the consumers, relating to restoration of supply of electricity so as to ensure reliable and quality power supply.


As per the directions of the Hon'ble commission, quarterly reports on compliance of Standards of Performance in a prescribed format are being submitted. Report for the 1st & 2nd quarter of FY 2023-24 is enclosed as **Annexure- SoP**.

As per the directive of Hon'ble KERC, services covered in SoP according to KERC (licensee's Standard of Performance) Regulations, 2004 in a prescribed format are displayed in all the section offices and O&M units of MESCOM at places where it can be easily visible to the consumers visiting these Offices. Further, details about the claim procedure for the delayed services if any, is also printed in the above format for the Consumer information. Form-A of the KERC (CGRF and Ombudsman) Regulations, 2004 for claims is made available in the MESCOM website, so as to enable consumer to get it directly.

MESCOM has published the "HAND BOOK" (KAIPIDI) in Kannada on the SoP and distributed to all the staff and stake holders. The Hand Books are also made available during Janasamparka Sabha's/CIM's for distribution to the Consumers required if any. The copy of the same is also published in the MESCOM website.

Also out of services covered in SoP's, 10 major services are linked to SAKALA Application of GoK.




Superintending Engineer (Ele.) Commercial
MESCOM, Corporate Office
Mangaluru - 575 004



MESCOM is continuously educating all its field officers and staff during Divisional level/Circle level meetings/trainings on adhering to the Standards of Performance. Further, during every Monday of the week while taking the Oath about Electrical Safety powermen are educated regarding SoP and the consequences of non-adherence to the same. In addition to this MESCOM is also educating its staff (Jr. Assistants, Assistants, Senior Assistants, Overseers, Junior Engineers and Linemen Staff) about SoP during the regular training by HRD wing **(2022-23: 305 Nos, 2023-24 [upto Sept-2023] : 40 Nos).**

MESCOM is also recognizing the best performing sub-divisions and sections based on the performance in rendering quality services to the consumers including parameters of SoP and are honored during the events organized at Corporate office, thereby encouraging for better performance.

4. Directive on use of safety gear by linemen / Power men

The Commission directed the MESCOM to impart appropriate training periodically on adherence to safety aspects/procedure, and such training modules should include case studies on the safety aspects and related issues, so that the training highlights current and relevant issues which will go a long way in understanding the seriousness of the issues by the field staff.

The Commission reiterated its directive that the MESCOM shall ensure that all the power men and other field staff are provided with adequate and appropriate safety equipment and they use the safety gears and equipment while carrying out the work. 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.

Compliance by MESCOM:


MESCOM is abiding to this directive of the commission duly procuring the safety equipment regularly to facilitate all field staff to work safely while working on both in Live/Off line distribution network.

In order to Prevent/reduce Electrical accidents, MESCOM is conducting trainings on safety aspects/procedures to its field staff regularly through HRD wing of MESCOM. During 2022-23 and 2023-2024 (Upto Sept-2023), a total **6** number of training programs have been conducted with participation of **205** number of line staff.

Further, the safety meetings conducted on every Monday of the week across all the section offices of MESCOM, is used as a platform for creating awareness about usage of safety gadgets and consequences of non-usage of these gadgets.

MESCOM has provided adequate and appropriate quantity of all the safety equipment required to carry out the work on Distribution system under all conditions.




Superintendent Engineer (Ele.) Commercial
MESCOM, Corporate Office
Mangaluru - 575 004



During 2021-22, following safety and T&P materials are purchased:

Safety Helmets-808 No's, Tool Kit-24 No's, Cutting plier- 265 No's, Gumboots-1660 Pairs, Rechargeable LED Hand Torch-127 No's, First Aid Box-12 Sets, Bill hook - 64 No's, Hand Gloves - 117 No's, Earthing Rods - 53 No's, Rope - 40Kgs, Chain Pulley - 3 No's, bamboo ladder - 3Nos and Rubber Shoes Knee height - 429 Nos.

Further during 2022-23, Tree Pruners-8 Nos; Rain Coats-9Nos and Mechanized Chain saw-6Nos were procured for replacing the non-usable safety gears.

In 2023-24, 4200 sets of Rainwear are procured and provided. Also Purchase order issued for supply of 530Nos. of Telescopic Tree Pruners and procurement of 4200pairs of safety shoes is under process.

MESCOM has given at most attention towards providing safety gears to its line staff in order to prevent electrical accidents. Chief Engineer (Elec) of the O&M, Zone are the "Electrical Safety Officer" and are given instructions to take all the necessary safety measures for prevention of accidents.

5. Directive on load shedding:

The Commission directed the MESCOM to take remedial measures to minimize power supply interruptions and ensure 24x7 power supply. MESCOM should submit the action plan in this regard to the Commission within three months of tariff order.

The MESCOM is directed to submit the projections of availability and demand for power and any unavoidable load shedding for every succeeding month in the last week of the preceding month regularly to the Commission without fail.

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

Compliance by MESCOM:

MESCOM is abide by the directives of Hon'ble Commission duly arranging 3 phase & single phase power supply in all the districts of MESCOM as per the GoK Order. As per the directives, all Scheduled outage for planned maintenance of distribution networks are carried out with prior intimation to consumers using URJA MITRA application. As at the end of **July 2023**, out of **26.57 Lakh** Consumers of MESCOM **23.97** Lakhs Consumers are registered under this application. Action is being initiated to tag balance consumers to the said App. Base data for the said App is updated to provide all the information through SMS to all the registered consumers under this Application about 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.,

In addition to this MESCOM has launched "**NANNA MESCOM**" Mobile Application with a facility where consumers of MESCOM can download the App from **Google Play Store** and register on their own. The registered Consumer under this App will get information about all Scheduled Interruption information along with unscheduled power outages, emergency




Superintendent Engineer (Ele.) Commercial
MESCOM, Corporate Office
Bangalore - 575 004



outages, restoration time, power outage extension time pertaining to their respective Installation areas. Apart from this, Consumer can get their Billing and Payment details of their respective registered installation and can raise complaints regarding Power Supply and Billing/Revenue related issues using this App.

Further, the above said Scheduled Outage information also being brought to the knowledge of Consumers 24 Hours before by publishing in the Local/ leading News Papers as well as in MESCOM website to avoid inconvenience to the esteemed consumers of MESCOM.

In addition to the above, week ahead district wise planned maintenance of distribution is being notified in the MESCOM website regularly. As per the directive, MESCOM has given at most care to avoid frequent load shedding of 11 KV Feeders to avoid inconvenience to consumers/public.

MESCOM has taken Distribution Transformer minor maintenance works at the field itself to reduce the distribution transformer failure and thereby to reduce the interruptions on account of failure of Distribution Transformers. As on date MESCOM has carried maintenance works on 70866 No's of Transformers during 2022-2023. Also provided 4894 Nos of different capacities of additional distribution transformers during 2022-23 and 3523 No's of additional DTC's added during 2023-24 (upto Oct-23) where Transformers are overloaded to avoid failures and to ensure the reliable power supply to Consumers. The division wise details of the same are as below.

Details of Transformer Maintenance carried out

Sl. No.	Name of the Division	Number of Existing Transformers	Number of Transformers for which maintenance done	Progress % age
1	Mangalore	5190	5190	100
2	Kavoor	5039	5039	100
3	Puttur	7154	7154	100
4	Bhantwala	9190	9190	100
5	Udupi	5426	4167	76.80
6	Karkala	2950	2950	100
7	Kundapura	4204	4204	100
8	Shivamogga	11602	9106	78.49
9	Bhadravati	4701	3818	81.22
10	Sagara	9539	4327	45.36
11	Shikaripura	11616	5716	49.21
12	Chikkamgaluru	6621	4400	66.46
13	Koppa	3555	2672	75.16
14	Kadur	16365	2933	17.92
Total		103152	70866	68.00



[Signature]
Superintending Engineer (Ele.) Commercial
MESCOM, Corporate Office
Mangaluru - 575 004

Details of No. of additional Transformers Established during 2022-2023 and 2023-24(upto Oct-23)

Sl. No.	Name of the Division	Transformers Added to the System	
		2022-2023	2023-2024 (upto Oct-2023)
1	Mangalore	181	96
2	Kavoor	221	110
3	Puttur	273	280
4	Bhantwala	582	277
5	Udupi	195	115
6	Karkala	299	92
7	Kundapura	165	128
8	Shivamogga	387	368
9	Bhadravati	407	515
10	Sagara	372	331
11	Shikaripura	409	262
12	Chikkamgaluru	388	250
13	Koppa	242	130
14	Kadur	773	569
Total		4894	3523

MESCOM is complying the timeline for replacing the failed Transformers as per SoP Regulations to avoid inconvenience to Consumers except some exceptional cases where it is practically not possible due to geographical conditions. To achieve the same Division wise Transformer bank is created in such a way that, transformers of all capacities is made available during all seasons for replacement of faulty transformers. MESCOM has taken up strict supervision over the repairs of transformers at repair centers to ensure good quality repairs.

As per the directive of Hon'ble commission, the MESCOM is 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.

6. Directive on Energy Audit.

The MESCOM 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 based on the results of energy audit. The compliance in respect of energy audit conducted, with the details of analysis and the remedial measures initiated to reduce loss levels shall be regularly submitted to the Commission on a quarterly basis.

The Commission directs MESCOM to continue to conduct workshops at the Division Office



level, educating the officers of all cadres on the importance of conducting the energy audit feeder-wise, DTC-wise etc., audit and motivating them to take action to reduce the losses in their areas, besides addressing the issues relating to by consumer tagging, strictly servicing all the installations by providing appropriate energy meters, providing and monitoring meters to the DTC's, Metering of Street light installations, Replacement of electromechanical meters etc. Further, the feederwise and DTC-wise energy audit shall be reviewed in the review meetings at the Circle/Division level every month.

The Commission directed MESCOM to submit a consolidated energy audit report for the FY23 before 31st June 2023, as per the formats prescribed by the Commission.

Compliance by MESCOM:

As per the directions, MESCOM has taken up energy audit of all the 11KV feeders and DTCs that are metered. During FY-23, MESCOM Distribution Loss is 8.42%. Several initiatives have been taken up for reduction of distribution loss in MESCOM by strengthening distribution systems which includes establishment of new sub stations, enhancements in the existing sub-stations, addition of new distribution transformers in low voltage pockets, enhancement of DTCs to avoid overloading of systems, re-conductoring of HT/LT lines/EHT lines, bifurcation of feeders, construction of link lines, etc., Non-recording/defective meters are replaced on priority basis, also action initiated for replacement of Electromechanical meters by ETV meters.

Progress of various works including system strengthening works for the past 2 years is as shown below:

Year	DTCs added	33kV lines in kms	11kV UG cable in kms	HT lines added in RKMs	HT lines reconductoring in RKMs	LT lines added in RKMs	LT lines reconductoring in RKMs	Feeders added in nos	33 kV station augmentation/addition in MVA
2021-22	6741	75.05	75.63	2340.26	495.32	2146.46	2077.70	96	95 MVA
2022-23	4894	67.99	0	1579.88	394.76	2171.52	1411.16	87	24.5MVA
2023-24 (up to Oct-23)	3523	0	0	958.33	330.64	1058.77	1252.79	46	9MVA



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 Superintending Engineer (Ele.) Commercial
 MESCOM, Corporate Office
 Mangaluru - 575 004

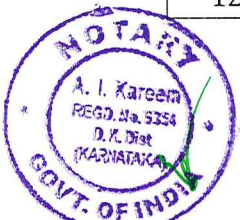
Division wise energy audit detail for the year FY-23 and FY-24(Upto Sept-23 Provisional) is as follows;

SL NO	Name of the Division	2022-23		2023-24 (Sept-23) (Provisional)	
		Loss	AT&C Loss	Loss	AT&C Loss
1	Mangaluru	4.54%	4.44%	4.33%	11.73%
2	Kavoor	3.68%	2.57%	5.55%	12.27%
3	Puttur	8.08%	9.10%	8.64%	33.76%
4	Bantwal	11.68%	13.03%	5.20%	33.61%
5	Udupi	6.72%	6.07%	7.98%	13.23%
6	Karkala	10.64%	10.41%	7.43%	21.48%
7	Kundapura	7.66%	7.45%	6.87%	20.44%
8	Shivamogga	8.49%	10.00%	6.79%	28.36%
9	Bhadravathi	8.21%	11.14%	9.34%	33.02%
10	Sagar	13.80%	14.11%	15.98%	51.28%
11	Shikaripura	10.76%	17.15%	11.80%	53.26%
12	Chikkamagalur	10.18%	8.76%	11.65%	28.60%
13	Koppa	10.05%	12.43%	18.46%	47.65%
14	Kadur	12.83%	15.02%	11.86%	50.72%
Total		8.42%	9.16%	9.57%	31.81%

Energy Audit of Cities and Towns:

City/Town Audit is being carried out regularly in MESCOM and the loss levels of all city/towns are below 10% for FY-24 (Up to JULY-23 provisional). Cities and Town audit for the year FY-23 has been sent to Honb'ble KERC on 07.09.2023.

Sl. No.	Name of city	2022-23		2023-24 (Upto JULY-23) (Provisional)	
		Distribution losses in (%)	AT&C loss	Distribution losses in (%)	AT&C loss
1	Mangaluru	2.85	2.36	2.9	5.86
2	Udupi	4.29	5.75	5.38	8.63
3	Shivamogga	5.67	5.86	6.56	9.98
4	Bhadravathi	5.05	5.05	5.67	16.94
5	Sagar	8.39	17.49	9.07	14.99
6	Chikkamagaluru	7.94	8.68	5.84	15.72
7	Bantwala	6.77	4.20	5.64	17.98
8	Belthangady	4.63	4.13	4.61	10.29
9	Puttur	9.39	9.33	2.82	16.24
10	Sullya	4.23	4.22	5	11.92
11	Karkala	6.58	5.57	6.44	11.08
12	Kundapura	5.98	7.04	5.25	4.98



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 MESCOM, Corporate Office
 Mangaluru - 575 004

13	Thirthahalli	4.58	6.86	4.12	10.92
14	Shikaripura	7.04	13.44	6.35	17.73
15	Soraba	10.32	5.19	8.29	10.45
16	Hosanagar	5.76	4.46	5.3	22.72
17	Kadur	6.43	2.64	7.09	17.53
18	Tarikere	7.99	2.86	9.4	11.28
19	Mudigere	4.20	13.63	4.42	7.75
20	Koppa	4.67	10.43	4.74	22.35
21	Sringeri	3.88	2.74	4.09	4.34
22	N.R.Pura	4.81	2.15	4.64	10.08

Energy Audit of 11kV feeders:

Energy losses of 11kV feeders and DTCs are being monitored in monthly review meetings and instructions have been given to all the field officers to take the necessary remedial measures to reduce the losses in the feeders having more than 15% energy loss.

Details of feeder level energy audits as at the end of March-2023 and as at the end of July-2023 are as indicated below:

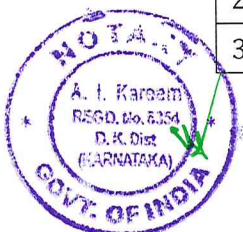
Sl. No	Period	As at the end of March-2023		As at the end of July-2023	
		Total No. of Feeders	Total No. of feeders monitored	Total No. of feeders	Total No. of feeders monitored
1	Feeders having less than 15% losses	1353	1324	1373	1314
2	Feeders having losses between 15% to 20%		5		40
3	Feeders having losses between 20% to 30%		0		0
4	Feeders having more than 30% losses		0		0
Total		1353	1329	1373	1354

In MESCOM, Feeder audit is being carried out to all feeders except the idle/ faulty/ newly charged feeders under improvement works.

Energy Audit of DTCs:

DTC level energy audits as at the end of March-2023 and as at the end of July-2023 are as indicated below:

Sl. No	Period	As at the end of March-2023	As at the end of July-2023
1	DTCs having less than 5% losses	9805	10251
2	DTCs having losses between 5% to 10%	11143	10819
3	DTCs having losses between 10% to 15%	1543	1209



[Signature]
 Superintendent Engineer (Ele.) Commercial
 MESCOM, Corporate Office



4	DTCs having losses between 15% to 20%	1	0
5	DTCs having more than 20% losses	0	0
Total		22492	22279

Status of DTC metering as on 31.10.2023 is as indicated below:

No. of DTCs existing in MESCOM	No. of DTCs metered	No. of DTCs yet to be metered	No of faulty meters
104007	50064	53943	23833

Consumer indexing:

As the consumer indexing is a continuous process, which is affected during addition/ bifurcation/segregation of feeders/ DTCs. All the field staff are directed to update the consumer indexing continuously.

Consumer indexing (DTC wise) status as at the end of **July-2023** is as follows:

Circle	Consumers existing	Consumers tagged	% of tagging
Mangaluru	910992	910992	100%
Udupi	525233	525233	100%
Shivamogga	733121	719788	98.18%
Chikkamagaluru	488117	422827	86.62%
Total	2657463	2578840	97.04%

7. Directives on Prevention of Electrical Accidents:

The Commission reiterates its directive that the MESCOM 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, MESCOM shall submit an action plan for reducing the accidents in MESCOM area and the details of envisaged programs to create awareness and to educate the field staff and public about the electrical safety measures within three months of the date of the tariff Order. The compliance thereon shall be submitted to the Commission on quarterly basis regularly.,

Compliance by MESCOM:

As per the directive, MESCOM has made sincere efforts for identification of all the hazardous installations in the distribution system which is a continuous process. Necessary measures are taken to rectify the hazardous locations/installations with priority on densely populated areas/ public areas.



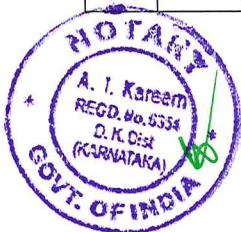

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The details of number of hazardous locations identified and rectified are as below:

Year	Hazardous locations existing at the beginning of the year	Hazardous locations identified during the year	Hazardous locations rectified during the year	Balance Hazardous locations to be rectified
2022-23	59	1491	1491	59
2023-24 (Upto Sept-23)	59	769	628	200

Action taken to prevent the Electrical Accidents during 2022-2023

Sl. No	Details of Action taken		CIRCLE				Total
			Mangaluru	Udupi	Shivamogga	Chikkamagaluru	
1	Replacement of Damaged/Deteriorated RCC/PSC,I Beam, Tubular, Ladder, Wooden poles	Nos	1216	1558	3851	2029	8654
2	Replacement of Deteriorated Aluminum Conductor	Ckms	1259.076	228.622	200.19	217.52	1905
3	Enhancement of size of Conductor	Ckms	408.42	601.296	216.53	390.73	1617
4	Replacement of copper Conductor	Ckms	0	5.2	0.5	61.414	67.11
5	Providing intermediate poles	HT Line	449	379	538	1154	2520
6		LT Line	1681	913	716	1702	5012
7	No of slanted poles set right	Nos	1897	3223	3561	2466	11147
8	No of places where lines close to/ above the buildings are shifted	Nos	150	17	311	76	554
9	No of places where the transformers are shifted to safe place	Nos	14	33	73	80	200
10	No of poles where jumbled service main connections are set right	Nos	613	1440	2650	1328	6031
11	No of poles where LT kits/MCCBs are provided	Nos	258	71	118	123	570
12	Kms of aerial bunched cables provided	kms	1	6.8	0.56	14.5	22.86
13	No of awareness programs for public is conducted	Nos	156	193	168	146	663
14	No of training programs to field staff conducted	Nos	976	179	510	758	2423



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15	No of other preventive maintenance works like tree cutting, restringing of wires, providing proper fuses, replacement of lead wires, providing proper earthing etc., is carried out	Nos	6830	9804	11337	5060	33031
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Action taken to prevent the Electrical Accidents during 2023-2024(Upto Sept-2023)

Sl No	Details of Action taken		CIRCLE					
			Mangaluru	Udupi	Shivamogga	Chikkamagaluru	Total	
1	Replacement of Damaged/Deteriorated RCC/PSC, I Beam, Tubular, Ladder, Wooden poles	Nos	558	683	1591	1218	4050	
2	Replacement of Deteriorated Aluminum Conductor	Ckms	501.212	148.46	167.255	94.063	910.99	
3	Enhancement of size of Conductor	Ckms	347.25	124.24	169.712	91.753	732.955	
4	Replacement of copper Conductor	Ckms	0	0	0	14.02	14.02	
5	Providing intermediate poles	HT Line	Nos	243	126	209	605	1183
6		LT Line	Nos	865	394	338	775	2372
7	No of slanted poles set right	Nos	1446	1764	1354	1358	5922	
8	No of places where lines close to/ above the buildings are shifted	Nos	226	9	152	75	462	
9	No of places where the transformers are shifted to safe place	Nos	11	0	53	26	90	
10	No of poles where jumbled service main connections are set right	Nos	413	914	1164	1149	3640	
11	No of poles where LT kits/MCCBs are provided	Nos	121	58	59	115	353	
12	Kms of aerial bunched cables provided	kms	0	0.03	1.6	0.45	2.08	
13	No of awareness programs for public is conducted	Nos	131	121	117	113	482	
14	No of training programs to field staff conducted	Nos	585	0	343	283	1211	
15	No of other preventive maintenance works like tree cutting, restringing of wires, providing proper fuses, replacement of lead wires, providing proper earthing etc., is carried out	Nos	4816.59	8150.81	5844.29	2102	20913.69	




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Safety gears such as Earthing rods, Helmets, High voltage Detectors, Safety kits, Hand Gloves, Insulated Cutting Plier etc., are provided to all the linemen of MESCOM and periodical training is imparted on use of safety gears while working in the Distribution Network by providing safety instruction manual and various field demonstrations through trained professionals of HRD Training Centre of MESCOM.

The MESCOM HRD wing has conducted training programs on safety measures to be taken while working on electrical network and the details are as follows:

Financial year	Total training programs conducted	No. of trainees attended
2022-23 & 2023-2024 (Sept-2023)	6	205

With the aim of prevention of electrical accidents, instructions are given to all the field officers to follow the guidelines issued in manual of "Safety/Technical Audit for Power Distribution System" prepared by Hon'ble commission. The Chief Engineer (Electy) of each O&M Zone of MESCOM is designated as "Electrical Safety Officer" and given instructions to prepare the action plan on prevention of electrical accidents.

For public awareness, wide publications on Do's & Don'ts are also given often in daily newspapers and also Safety Week programs are conducted in all the divisions.


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