

Directives:

1. Consumer interaction meeting at Subdivision level.

Observations:

MESCOM is not furnishing the details every quarter in the format prescribed by the Commission in previous Tariff Orders. MESCOM has to furnish the details of the CIM conducted in its jurisdiction in the format for FY21 till September 2020. In the details furnished, MESCOM has informed that the CIMs are not conducted in few Sub-divisions due to Code of conduct and Covid – 19 pandemic. The CIMs could have been conducted by adjusting the dates before or after the code of conduct. During FY20, the Covid – 19 issues started only after 24th March and the lockdown was lifted in the first week of May, 2020. Hence, MESCOM shall furnish suitable reasons for not conducting the CIMs.

MESCOM Reply:

The details of the CIM conducted in MESCOM jurisdiction in the format for FY21 till September 2020 is as below and district wise details are annexed in **Annexure-P18**

O&M Circle	No. of O&M Sub-Divisions	No. of O&M Subdivisions in which meetings conducted	No. of Complaints received in the meeting	No. of Complaints disposed	Cumulative No. of Complaints yet to be addressed
Mangalore	20	-	-	207	679
Udupi	11	-	-	43	45
Shivamogga	17	-	-	4	0
Chikkamagaluru	12	-	-	20	25
Total	60	-	-	274	749

Due to general instruction to maintain social distance and avoid spreading of covid-19 among the consumer and employees as a safety measure the CIM (Consumer Interaction Meeting) were not conducted. However, MESCOM has taken utmost care to resolve the consumer grievances directly or written or through over phone or any other media at subdivision level. MESCOM is undertaking efforts to conduct CIM through online platform in next 3 months.

2. Directive on Energy Conservation:

Observations :

The MESCOM has not submitted the compliance regularly on the above directive. It has not informed about the action taken for promoting energy conservation by the use of Energy Efficient appliances among the consumers and action taken while servicing the installations with EE appliances, especially street lights installation. The MESCOM shall submit the compliance as per the directions in the matter.

MESCOM reply:

MESCOM has taken initiative for creating awareness in general public through distribution of pamphlets to all categories of consumers and displaying banners at Circle, Division and Subdivision offices about usage of star rated appliances and energy savings. Further, action has been taken to intimate consumers in the Power sanction letter while servicing new installations including street lights for the usage of energy efficient LEDs, star rated pumps, solar water heaters for energy conservation. In MESCOM offices, action has been taken for the usage of LED lights, star rated pumps for borewells, star rated Air conditioners. Further, star rated distribution transformers are only being procured & installed.

The details of distribution of 9 Watt LED bulbs, LED Tube lights and BEE 5 Star rated Ceiling Fans (cumulative) through M/s Energy Efficiency Services Limited (EESL) are as below;

Sl. No	Particulars	Status as on 21.12.2020
1	9W LED bulbs	43,68,846
2	20W LED tube lights	35,358
3	BEE 5 Star rated Ceiling Fans	5,881

For taking up the DSM activities, MoU has been signed between BEE, KREDL and MESCOM for implementation of various activities under “Capacity Building of DISCOMs” programme of BEE which includes carrying out load research activity i.e load survey, load research, load strategies by taking field survey etc. and to develop DSM action plan. As a part of MoU, five numbers of training programs have been conducted covering all 4 Circles for MESCOM employees.

At present, the load research study, field survey (consumer survey and feeder data) has been completed and data verification/analysis and preparation of Load Research report is under process.

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

Observations :

The MESCOM was directed to display the SoP parameters in all its O&M Subdivisions and O&M Sections. Also directed the MESCOM 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 and to submit the details of number of violations of SoP by officers, sub-division wise, month wise, amount of penalty levied on MESCOM shall furnish the details on these issues. The Commission had also directed MESCOM to conduct awareness campaign at the Hobli levels for educating the public about the prevailing Standards of Performance prescribed by the

Commission. MESCOMs shall have 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 SoP. Also, MESCOM is not submitting the compliance periodically. MESCOM has not reported anything on the conduct of awareness campaigns at the Hobli levels for educating consumers. MESCOM shall submit the compliance regularly.

MESCOM Reply :

The MESCOM has taken action to display parameters in all its O&M Subdivisions and O&M Sections.

MESCOM is doing effective supervision over the functioning of field offices particularly in rendering of services to the consumers, relating to restoration of supply of electricity

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 was NIL.

MESCOM has already conducted necessary orientation programme for the field officers and the staff up to linemen to educate them on the SoP and the consequences of non – adherence to the SoP.

As per the directive, MESCOM will submit the compliance periodically.

4. Directive on use of safety gear by linemen:

Observations:

MESCOM is not submitting the quarterly compliance report to the Commission on the use of safety gear by linemen.

The MESCOM has stated that it has provided safety gear to all Power men. MESCOM shall submit the details indicating the number of linemen, both regular and on contract, who are provided with complete set of safety gear and the definite timeline by which all the remaining linemen will be provided with the complete set of safety gear including the additional tools if any proposed to be given. Details of the action taken on erring staff also need to be furnished.

MESCOM Reply:

All the linemen are compulsorily provided with complete set of safety gear at the time of reporting to the work at section office. The said information is furnished in **Annexure-P19**

5. Directive on providing Timer Switches to Street lights by ESCOMs:

Observations:

MESCOM has not furnished in detail the statistics of the number of Street Light installations existing as at the beginning of the year, serviced during the year, provided with timer switches etc., MESCOM shall also furnish the details on the action taken / circulars issued towards servicing new street lights with timer switches. MESCOM has not submitted the compliance as to whether LED / energy efficient lamps are being used and timer switches are provided while servicing of new streetlight installations. MESCOM shall submit a comprehensive report on compliance of this directive.

MESCOM Reply:

*The number of Street Light installations existing as at the beginning of the year, serviced during the year, provided with timer switches etc., is annexed in Annexure-**Annexure-P20***

MESCOM issued suitable instructions were issued for servicing new street lights with timer switches. LED / energy efficient lamps are being used and timer switches are provided while servicing of new streetlight installations.

6. Directive on Load shedding:

Observations:

The MESCOM is not submitting to the Commission, 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 regularly. The MESCOM shall submit compliance on the same.

It is observed that MESCOM has not taken action to update the entire consumer data as to the applications used for public information system on power system interruption etc.,

The MESCOM shall submit compliance in this regard.

MESCOM Reply:

MESCOM has taken action to updating the consumer data as to the applications used for public information system on power system interruption etc.,

As on 09-11-2020, total 20.93 Lakhs consumers are brought under Urja Mitra and 1.59 Cores messages have been sent to the registered consumers. Scheduled Power outages in MESCOM are publishing in the website in advance. Unscheduled outages real time information's are being displaying in MESCOM website. MESCOM is also developing an app wherein option of given information about power outages will be provided to all section officers. Thereby, push messages/information will be available in MESCOM app for public viewing.

7. Directive on establishing a 24X7 fully equipped centralized consumer service centers:

Observations:

MESCOM was directed to reduce the downtime to address the consumers' complaints. MESCOM is directed to report average time taken to attend to a complaint as at present and the efforts made to reduce the downtime, further in future.

The MESCOM shall furnish compliance in this regard. Comparison of the downtime analysis for FY19 and FY20 shall be furnished. Consolidated month-wise statistics on the complaints handling for the FY20 shall also be furnished.

MESCOM Reply:

MESCOM is striving to reduce the downtime to address the consumers' complaints.

Comparison of the downtime analysis for FY19 and FY20 is annexed in **Annexure- P21**. Consolidated month-wise statistics on the complaints handling for the FY20 is annexed in Annexure- **Annexure- P22**.

8. Directives on Energy Audit:

Observations:

Energy Audit of cities / towns

MESCOM shall furnish the details up to September '20, about the measures initiated to reduce distribution loss levels, wherever the same are above 15%.

DTCs Energy Audit:

The MESCOM has furnished the details of energy audit conducted in respect of 14,400 DTCs only, out of 45,470 DTCs for which meters are said to have been fixed. MESCOM shall furnish details of remedial measures taken to reduce losses in high loss making DTCs and the timeline by which all the remaining DTCs will be metered, and audited. It has come to the notice of the Commission that, MESCOM has taken initiative and invested huge capital on remote reading of energy meters provided to various DTCs for achieving efficient energy auditing. MESCOM shall furnish the details on the number of meters provided to DTCs to have AMI in place by the earlier agencies, % of communication achieved, % age energy audit conducted with the AMI readings, amount of savings in meter reading costs etc.

The MESCOM is directed to comply with the directives of the Commission issued in all the preceding Tariff Orders, in respect of energy audit of DTCs. MESCOM shall also indicate a definite timeline by which it will complete the consumer indexing for taking up energy auditing effectively.

MESCOM reply:

City/Town Audit is being carried out regularly in MESCOM and the loss levels of all city/towns are within 15% for FY-21 (Upto OCT-20).

City/Town Audit for FY 21(Upto Oct-20) is as below:

Name of town/city	Input Energy in (MU)	Energy Sold in (MU)	Energy loss in (MU)	Distri bution losses in (%)
Mangaluru	467.16	451.30	15.86	3.40
Udupi	136.98	129.61	7.38	5.38
Shivamogga	141.09	131.59	9.50	6.74
Bhadravathi	71.58	67.04	4.54	6.34
Sagar	16.93	15.90	1.03	6.08
Chikkamagaluru	37.42	33.69	3.73	9.96
Bantwala	22.72	21.25	1.48	6.49
Belthangady	3.97	3.77	0.20	5.01
Puttur	31.96	30.04	1.93	6.03
Sullya	11.57	11.24	0.32	2.78
Karkala	34.50	32.73	1.77	5.13
Kundapura	11.50	10.72	0.77	6.74
Thirthahalli	5.97	5.57	0.40	6.64
Shikaripura	10.12	9.79	0.33	3.29
Soraba	4.65	4.25	0.41	8.74
Hosanagar	2.10	2.00	0.11	5.08
Kadur	17.42	15.67	1.75	10.03
Tarikere	10.36	9.82	0.54	5.25
Mudigere	5.02	4.80	0.22	4.44
Koppa	3.47	3.35	0.12	3.59
Sringeri	2.67	2.56	0.11	4.03
N.R.Pura	3.00	2.85	0.15	4.92

DTCs Energy Audit:

MESCOM is submitting the following data on metering of DTCs as at the end of NOV-2020.

No. of DTCs existing in MESCOM	No. of DTCs metered	No. of DTCs yet to be metered
85020	45851	39169

- Action is being taken to meter the remaining DTC's in phased manner depending on the capex proposed /approved by the Commission.
- As per the proceedings of 58th meeting of advisory Committee held on 23.09.2019 in point number 58.5.2, the Hon'ble KERC had directed not to take up the DTC metering work until completion of energy audit work in respect of DTCs already metered.

2. The DTCs audited in MESCOM (September-20) is as shown below.

No. of DTCs audited	No. of DTCs with energy loss <5%	No. of DTCs with energy loss 5% to 10%	No. of DTCs with energy loss 10% to 15%	No. of DTCs with energy loss 15% to 20%	No. of DTCs with energy loss > 20%
14889	7815	4819	1570	382	303

- All the field staffs are directed to carry out energy audit of all the DTCs which are metered and to submit energy audit of all metered DTCs every month.
- The firm which has fixed AMR meters in MESCOM jurisdiction of which 5 years maintenance period is still in existence, has been instructed to strictly adhere to the conditions in maintaining the meters. Accordingly replacement of faulty meters, non-communicable meters etc., are being attended by the firm.
- All circle SEEs have been instructed to review energy audit in monthly review meetings and to analyze the data and to take necessary action in this regard.

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.

9. Implementation of NJY/Feeder Segregation work under DDUGJY Scheme:

Observations:

From the data furnished, the progress achieved in completion of the work in the past one year is very meagre. MESCOM shall submit the stringent action plan for completion of work at the earliest by furnishing the status as on November 2020 in order to assess the progress of work as per time line extension given by M/s REC to complete the work.

MESCOM reply:

MESCOM has taken up Feeder Segregation works in Shivamogga District covering Shivamogga, Bhadravathi, Soraba & Shikaripura taluks and in Chikkamagaluru District covering Kadur, Tarikere & Ajjampura taluks under DDUGJY scheme.

As on November-2020, against the target of 124 feeders as per survey, work has been completed in 105 feeders out of which 91 feeders have been commissioned on New breakers, 7 feeders are commissioned on existing breakers and in balance 19 feeders works are under progress.

Further, nodal agency M/s. REC has extended the time lines for completion of said work considering the huge scope of work, procedural delays in Railway crossing, KPTCL approvals, forest clearances, RoW issues etc., upto December-2020.

10. Directive on Implementation of Financial Management Framework:

Observations:

*MESCOM has to submit the compliance in respect of implementation of Financial Management Framework, on **quarterly basis** regularly to the Commission.*

MESCOM shall furnish the action taken to collect huge arrears in respect of the O&M Divisions, where the ratio of Closing Balance is high, including the arrears from the Government installations.

MESCOM reply:

As at the end of Oct-20, the total receivables is Rs. 560 Crs which includes arrears of ULBs, RLBs, Govt Departments, MPM and IP arrears pertaining to the period prior 1-08-2008. The break up for the arrears are as below:

• Gram Panchayat	-	60.18 Crs.
• TMC/CMC	-	46.31 Crs.
• IP Sets	-	112.47Crs.
• BJ/KJ (above 40 Units)	-	17.51 Crs.
• MPM	-	177.24 Crs.
• Others	-	146.39 Crs.
Total	-	560.10 Crs.

It can be observed from the above table that, the soft receivables is amounting to Rs. 146 Crs only which is 0.50 times of the average monthly demand of Rs. 299 Crs. However, MESCOM is constantly perusing with the ULB/RLB and other Govt, authorities for liquidation of the receivables through protracted correspondences.

11. Prevention of Electrical Accidents:

Observations:

MESCOM has to furnish the details of hazardous locations identified, no. of hazardous locations rectified in FY20- 21, the balance number of hazardous locations to be rectified for FY20 and till September 2020 along with an action plan for rectification of balance hazardous locations / installations identified in its distribution network. MESCOM has to furnish a summary of the analysis made on the accidents reports submitted by Electrical Inspectorate for FY20 and FY21 up to September 2020 and the action taken to prevent such accidents, in future. MESCOM shall furnish the compliance periodically as per the directives.

MESCOM reply:

- Hazardous locations are being identified on periodical inspection by the field staff and being rectified on priority.
- The details of hazardous locations identified, no. of hazardous locations rectified in FY20- 21, the balance number of hazardous locations to be rectified for FY20 and till September 2020 are as below;

Year	Opening Balance	Identified	Rectified	Closing Balance
2019-20	259	2660	2824	95
2020-21 (upto Oct)	95	1515	1523	87

Summary of the analysis made on the accidents reports submitted by Electrical Inspectorate for FY20 are as below;

Reasons	Human	
	Fatal	Non- Fatal
Accidental contact with live electric wire / equipment	48	13
Violation / negligence of safety measures	18	12
Snapping of conductors	4	-
Unauthorized work	2	3
Other reasons (fall from ladder support / tree trimming, etc.)	-	11
Total:	72	39
	111	

After analyses MESCOM observed that, most of the non-departmental electrical accidents occurred due to negligence on the part victim/public. Electrical accident occurs to livestock due to fallen of conductor on ground, such case MESCOM has taken rapid action to replacement of deteriorated conductors in the distribution network to prevent such accidents in future. MESCOM is also identifying and rectifying of hazardous locations time to time to prevent electrical accidents in future. Replacement of deteriorated conductors in the LT network during the course of system improvement works on staged manner which prevents electrical accidents.

As per the directives, MESCOM will furnish the compliance periodically.

