

Chapter-3

Compliance to Directives

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

The Commission desires that, conduct of such meetings shall be continued and are to be 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 and related issues. Advance notice 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 a greater number of consumers take part in such meetings. In addition to the quarterly meetings chaired by the SEE or the EE, the concerned Asst. Executive Engineer (El) shall conduct the CIM on third Saturday of every month so as to attend to the grievances of the consumers, as is being done in other ESCOMs. A compliance report (Quarterly) shall be submitted to the Commission regularly in the format given in the previous Tariff Order, along with the copy of the proceedings of each meeting.

Compliance by MESCOM:

MESCOM is adhering to the directives of Hon'ble KERC regarding Consumer Interaction meetings which are conducted at subdivision level under the chairmanship of Superintending Engineer (Elec.) of concerned O&M Circle/ Executive Engineer(Elec) of O&M Division with all prior preparations. Publishing of Consumer Interaction Meeting details comprising the schedule of meeting date, time, Venue etc are is being well in advance through leading newspapers (3 days prior). Consumers are invited to such meetings through e-mails, messages, social media like twitter and facebook, regional and local news papers etc, to facilitate the participation of maximum numbers in such meetings.

MESCOM is having 61 O&M subdivisions. During the year 2020-21, consumers interaction meetings have been conducted in all the subdivisions. In the meetings, about 625 complaints were brought to the notice of MESCOM for redressal, out of which 871 complaints were disposed. The details relating to the period 2020-21 and 2021-22 (upto Sept-2021) are as follows:

Progress in 2020-21:

| O&M Circle | No. of O&M Sub-Divisions | No. of O&M Sub-divisions in which 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 | 244 | 485 | 645 |
| Udupi | 11 | 11 | 46 | 93 | 41 |
| Shivamogga | 18 | 18 | 118 | 118 | 0 |
| Chikkamagaluru | 12 | 12 | 217 | 175 | 87 |
| Total | 61 | 61 | 625 | 871 | 773 |

Progress in 2021-22: (Upto Sept-2021)

| 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 in the meeting | Cumulative No. of Complaints yet to be addressed |
|----------------|--------------------------|---|---|---|--|
| Mangalore | 20 | 40 | 390 | 208 | 827 |
| Udupi | 11 | 22 | 52 | 49 | 44 |
| Shivamogga | 18 | 36 | 117 | 116 | 1 |
| Chikkamagaluru | 12 | 22 | 104 | 131 | 60 |
| Total | 61 | 120 | 663 | 504 | 932 |

Certain complaints of the consumers are of the nature which requires company procedures/regulations to be followed to redress them. Such, complaints are being attended subsequently. Further, details are being submitted to the Hon^{ble} Commission on quarterly basis for review. The Details of the CIM conducted in MESCOM jurisdiction in the format for FY21 is annexed in Annexure-CIM.

In addition to this as per directive, Assistant Executive Engineer(Elec) are being conducted CIM in sub-divisional level on 3rd Saturday of every month and details are as follows:

| Year | No. of O&M Sub-Divisions | No. of Meetings conducted in Subdivisions | No. of Complaints received in the meeting | No. of Complaints disposed in the meeting | Cumulative No. of Complaints yet to be addressed |
|-----------------------------------|--------------------------|---|---|---|--|
| 2020-21 | 61 | 18 | 4 | 4 | 0 |
| 2021-22 (Upto Sept-21) | 61 | 220 | 357 | 354 | 3 |

During 2020-21, MESCOM has not able to conduct Consumer interaction meeting due to Covid-19 pandemic. However, MESCOM has expedited the consumers to attend Consumer Interaction Meeting via video conference. During the Covid-19 pandemic, MESCOM taken utmost care to resolve the consumer grievances received at sub-division level through various mode.

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 reiterates its directive that the MESCOM shall continue to prepare the energy bills on monthly basis considering the 15 minute's time block period in respect of the EHT / HT consumers importing power through power exchanges under open access and submit quarterly compliance thereon, regularly to the Commission.

Compliance by MESCOM:

As per the directive, MESCOM has ensuring that 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.

The month wise details of number of Open Access consumer sourcing power from Trade exchange, open access units scheduled/consumed in MU and advertently banked energy details is below:

FY21 (April-20 to Mar-21) :

| Total No. of Consumers | Month | Total consumption in MU | OA energy procured in MU | OA energy consumed in the corresponding time slot | Inadvertently banked energy in Mus |
|-------------------------------|--------------|--------------------------------|---------------------------------|--|---|
| 1 | 2 | 3 | 4 | 5 | 6 |
| 15 | April-20 | 31.43 | 3.85 | 3.69 | 0.16 |
| 15 | May-20 | 18.17 | 2.64 | 2.56 | 0.08 |
| 15 | June-20 | 28.09 | 3.84 | 3.76 | 0.07 |
| 15 | July-20 | 28.61 | 5.23 | 5.06 | 0.17 |
| 15 | Aug-20 | 31.05 | 5.11 | 4.91 | 0.20 |
| 15 | Sept-20 | 26.73 | 4.67 | 4.55 | 0.12 |
| 15 | Oct-20 | 19.20 | 4.20 | 3.89 | 0.30 |
| 15 | Nov-20 | 37.38 | 11.20 | 10.87 | 0.33 |
| 15 | Dec-20 | 37.05 | 13.60 | 12.40 | 1.20 |
| 16 | Jan-21 | 45.37 | 12.95 | 12.47 | 0.49 |

| | | | | | |
|--------------|----------|---------------|--------------|--------------|-------------|
| 16 | Feb-21 | 37.68 | 11.36 | 10.83 | 0.52 |
| 16 | March-21 | 48.60 | 6.43 | 6.28 | 0.15 |
| TOTAL | | 389.37 | 85.08 | 81.28 | 3.80 |

During 2020-21, advertently banked energy is 3.80 MUs which is amounting to Rs. 2.774 Crores (at the retail tariff of Rs.7.30/-).

FY22 (Upto Sept-21) :

| Total No. of Consumers | Month | Total consumption in MU | OA energy procured in MU | OA energy consumed in the corresponding time slot | Inadvertently banked energy in Mus |
|------------------------|----------|-------------------------|--------------------------|---|------------------------------------|
| 1 | 2 | 3 | 4 | 5 | 6 |
| 16 | April-21 | 50.97 | 5.92 | 5.74 | 0.18 |
| 16 | May-21 | 49.74 | 14.64 | 14.42 | 0.21 |
| 16 | June-21 | 41.73 | 10.64 | 10.19 | 0.46 |
| 16 | July-21 | 45.29 | 12.91 | 12.72 | 0.19 |
| 16 | Aug-21 | 53.79 | 15.59 | 15.37 | 0.21 |
| 16 | Sept-21 | 49.30 | 10.60 | 10.48 | 0.12 |
| TOTAL | | 290.83 | 70.29 | 68.92 | 1.37 |

During 2021-22, advertently banked energy is 1.37 MUs which is amounting to Rs. 1.00 Crore (at the retail tariff of Rs.7.30/-).

3. Directive on Energy conservation:

The Hon'ble Commission directs MESCOM to focus on effective implementation of this directive by reviewing periodically the progress of implementation in the field and take necessary corrective steps. The Commission directs MESCOM 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. MESCOM has to take up the replacement of high-power consuming lights by LED bulbs and LED tube lights in all of its offices in a phased manner to be a model to the other consumers, by depicting energy savings and their benefits to the general consumers. But the Commission has not seen implementation of any such work by MESCOM.

The Commission reiterates its directive 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.

Compliance by MESCOM:

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) under Hosabelaku / Ujala scheme. The progress of distributions is as follow:

| Sl. No | Particulars | Status as on 16.11.2021 |
|--------|-------------------------------|-------------------------|
| 1 | 9W LED bulbs | 44,65,811 |
| 2 | 20W LED tube lights | 35,358 |
| 3 | BEE 5 Star rated Ceiling Fans | 5,881 |

In order to create awareness on energy conservation and usage of star rated equipments among the public, banners have been displayed and pamphlets have been distributed to the consumers. Further, in MESCOM website, 'Consumers Handbook' and in 'Nanna MESCOM' App informations have been displayed regarding saving of energy through use of Energy Efficiency equipment & conservation of energy.

Consumers are being insisted for installation of star rated pumps for irrigation pumpsets in the Power sanction letter and same is being ensured while servicing the installations. Further while sanctioning power to other category, consumers are insisted to install energy efficient equipment such as LED lights, star rated refrigerators, AC, geysers, solar water heaters for energy conservation.

However, as in most of household installations the equipment are being installed at a later stage and also there are options for consumers to go for low cost inefficient equipment in the market, ensuring the installation of energy efficient equipment is practically challenging.

Also action has been taken 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 are provided to the street light points. Also instructions have been given to conduct random inspection by jurisdictional EEs/SEEs in this regard.

MESCOM has requesting to all the Municipals & other local bodies to mandatorily install LED streetlights for new installations and retrofitting of fluorescent lamps/sodium vapour lamps required in order to save the maximum quantum of energy during the night time.

In MESCOM offices, action has been taken for the usage of LED lights, star rated pumps for borewells, star rated Air conditioners Further, action has also been taken to replace the inefficient air conditioners present in all the MESCOM offices by BEE 5 star rated equipment while on replacement of faulty equipment. Further, Solar roof top with a total capacity of 817 KWp in 56 MESCOM office buildings are in service which also conserves the energy.

Further, MESCOM has requesting prospective consumers to use/install star rated equipment's such as Air Conditioners, Fans, Refrigerators etc in order to conserve the electrical energy. Utilization of star rated equipment by the consumers are not in the hand of distribution licensee, hence, it is requested to Hon'ble KERC to drop this directive in future.

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

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

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

The Commission reiterates and directs MESCOM to conduct awareness campaign at the Hobli levels for educating the public about the Standards of Performance prescribed by the Commission. ESCOM 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 that, MESCOM shall update and keep circulating the "HAND BOOK" in Kannada on the SoP and arrange to distribute to all the staff and stake holders.

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.

Further, All the ESCOMs are hereby informed that the Government of India, Ministry of Power has issued Implementation of Electricity (Rights of Consumers) Rules, 2020 for implementation with immediate effect. All the Distribution Companies in the State are required to take necessary action to implement these Rules without any let up. In the light of this, MESCOM is hereby directed to conduct awareness programme to its officers and staff on these Rules and ensure that these Rules are implemented in all its letter and spirit. The Commission would regularly monitor the implementation of these Rules by the ESCOMs. MESCOM is also directed to propose amendments, if any, to the existing Regulations in order to enable complete implementation of these Rules.

Compliance by MESCOM:

As per the directive, MESCOM has taken action to display in the prescribed format in each of the Section Office and Sub-division Office in a visible place, which can be viewed by all the visitors to the Office and also for the information of the consumers, Handbook on SoP is displayed in the official website of MESCOM.

MESCOM has educated for all the field officers and the staff upto linemen to educate them on the SoP and the consequences of non- adherence to the SoP during its regular training by HRD wing (2020-21: 830 Nos)

MESCOM has published the “HAND BOOK” (KAIPIDI) in Kannada on the SoP and distributed to all the staff and stake holders. The copy of the same is also published in the MESCOM website for the consumers.

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

During 2020-21 and 2021-22(upto Sept-21) compensation amount claimed by the consumers for delayed services is Nil.

For creating awareness among the consumers towards Electricity (Rights of Consumers) Rules, 2020, MESCOM has taken action to distribute the posters to all the offices of MESCOM jurisdiction which is supplied by REC. As per directives of the Hon’ble commission, MESCOM submitted the comments/suggestions/proposal for amendments, to the existing Regulations in order to enable complete implementation of

these Rules.

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

Adequate quantity of all safety gears / equipment shall be procured periodically and sufficient inventory of these materials shall also be maintained. MESCOM should take action to empanel suppliers of safety gear / equipment, so that the procurement / replacement is quicker.

The Commission reiterates its directive that the MESCOM shall continue to ensure that, all the linemen and other field staff are provided with adequate and appropriate safety equipment 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.

Compliance by MESCOM:

MESCOM has provided safety gadgets to its all power men. MESCOM has spent Rs 53.488 Lakhs during 2021-22 for refurbishment of safety gears and T&P materials to linemen/ power men (Safety Helmets-1084 Nos, Tool Kit-562 Nos, Cutting plier- 265 Nos, Aluminum Support Ladders-47 Nos, Gumboots-3256 Pairs, Rechargeable LED Hand Torch-388 Nos, First Aid Box-34 Sets, Bill hook- 48 Nos and C-hook 16 Nos & Chain Saw (Motorised)-5 Nos, Rain Coat-4000Nos, Tree pruner-400 Nos),. In order to avoid occurring electrical accidents in the distribution system, imparted training to all the field staffs on safety aspects periodically through HRD wing. MESCOM has taken initiative to increase the frequency of imparting training to linemen so that adherence to safety aspects becomes part of their routine.

Every Monday Safety meeting is being conducted in every section of MESCOM and taking oath for using safety gears and creation of Safety zone while working.

MESCOM has ensuring in its jurisdiction that all the linemen are provided with proper and adequate safety gear and the linemen use such safety gear provided to them while working on the distribution network.

MESCOM has taken more 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. MESCOM has appointed Chief Engineer(Elec) of the O&M, Zone as 'Electrical Safety Officer' and given instructions to take all the safety measures.

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

| Financial year | Total team | No. of trainees attended |
|----------------|------------|--------------------------|
| 2020-21 | 25 | 698 |

MESCOM has given suitable instructions to all the linemen and provided with adequate safety gear and the linemen are using the same while carrying out the work in the field.

6. Directive on providing Timer switches to streetlights by the ESCOMs.

MESCOM should seriously pursue this matter with the concerned local authorities strictly ensure fixing of timer switches while servicing the new installations. Therefore, going by the progress, the Commission is of the view that the MESCOM is not serious in installing the timer switches. It is the inbound duty of the Distribution Licensee to service the new installations by following the directions of the Commission. The Commission has noted the fact that, providing the timer switches to the street light installations fall under the purview of the BBMP / Municipal administration. At the same time, it is the duty of the Distribution Licensee to adhere to the directives of the Commission while servicing the new or the extended circuit of the street light installations by getting the timers switches installed. This shows utter negligence by MESCOM in following the directives of the Commission. Also, MESCOM has not informed anything on the attempts made to take up the directive on Corporate Social Responsibility and availing the services of EESL etc., Therefore, the Commission reiterates that the MESCOM 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.

Compliance by MESCOM:

As per the directives MESCOM has requested to Municipal/local bodies, while a new streetlight installations and any extension/modification to be carried out to the existing streetlight installations shall be serviced only with timer switches.

MESCOM ensuring the service of new Streetlight installation with timer switches and all local bodies are reacted positively in this regard and local bodies were informed about the rectification of hazardous streetlight installations under their control. Hence, it is requested to Hon“ble KERC to drop this directive in future.

In continuous pursuance of MESCOM, Mangalore and Shivamogga Municipal Authority are taken the project for providing Centralized Control and monitoring System(CCMS) and retrofitting of conventional light by LED lights in all the wards of Municipality under Smart City. Now Proof of Concept (PoC) is under progress.

7. Directive on load shedding:

MESCOM shall extensively use the URJA Mitra mobile application, which can be used as a link between MESCOM, field staff and citizens for facilitation of outage information dissemination to all consumers through SMS. 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. MESCOM can also save money required for development of similar software.

Hence, the Commission directs the MESCOM to conduct orientation programmes to the field staff towards motivating them to attend to the minor faults in the field itself and restore the power supply as early as possible. MESCOM is also directed to take up strict supervision over repairs to the transformers and ensure good quality repairs and fix personal responsibility on the erring staff / officer. Further, the Commission observes that despite directions to do so, the MESCOM 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 MESCOM is directed to submit the same regularly to the Commission without fail.

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

Compliance by MESCOM:

It is to be submitted that, 3 phase & single phase power supply is being arranged in all the districts of MESCOM as per the GoK. Order. Scheduled outage for planned maintenance of distribution networks prior notification is being given in daily newspapers for the information of the consumers and also week ahead district wise planned maintenance of distribution networks planned maintenance of distribution networks is being publishing in the MESCOM website regularly. As per the directive, MESCOM has taken care to avoid frequent load shedding of 11 kV Feeders to avoid inconvenience to consumers/public.

MESCOM has taken pro-active measures to provide information to the consumers through SMS about the time and duration of interruptions in power supply due to various reasons. MESCOM is using “URJA MITRA”, the mobile based and web based application, developed and deployed by the RECTPCL under the initiative of Ministry of Power and base data required by the application is updated in the database of the application, for dissemination 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 information of the consumers through SMS it is more useful on prevent inconvenience / disruption caused to the consumers. As on 02-11-2021, 20.745 Lakhs consumers of MESCOM are registered and getting outage information through URJA MITRA applications and 2.08 Lakhs consumers are got SMS for outages.

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.

MESCOM is striving hard to minimize power interruptions and ensure continuous power supply to its esteemed consumers. MESCOM has conducted orientation programmes to the field staff towards motivating them to attend to the minor faults in the field itself and restore the power supply at the earliest and strictly adhering to the SoP. MESCOM has taken up strict supervision over repairs to the transformers and ensure good quality repairs.

Further MESCOM has developed in-house software for Customer Care Centre and has publishing scheduled and unscheduled interruption details regularly helping consumers to know which type of interruption occurred and expected restoration time, etc.

8. Directive on establishing a 24X7 Fully equipped Centralized Consumer Service Centre for redressal of Consumer complaints:

The Commission reiterates its directive to the MESCOM to periodically publish the complaint handling procedures / contact number of the Centralized Consumer Service Centre in the local media, continue to 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.

Compliance by MESCOM:

As per the directive of Hon'ble Commission, MESCOM has established a 24X7 Centralized Consumer Service Centre at Mangaluru and the complaints are being received from all the consumers of MESCOM at this customer care center. The consumers are requested to lodge their complaints related to electricity using helpline number '1912' For better utilization of services of customer care center and resolve their complaints. The Consumer Care Centre activities overall supervision being done by the SEE, SCADA & DCC and daily activities will look after by their subordinates.

MESCOM has developed in-house software for Customer Care Centre and is maintained by MESCOM itself and also made provision for consumers to register the complaints through this web application as "Quick complaints".

The MESCOM has given suitable instructions to its field officers to attend the complaints efficiently in order to avoid delay. MESCOM has already established 54 Nos of full-fledged 24 Hrs service stations and 2 Nos of 12 Hrs service stations have been established by providing men, material and vehicle to redress the consumer complaints.

MESCOM has provided training to all the field staffs those who are working in the Consumer Service Centre an how to behave with consumer politely and also it is made tradition to give training on every month through teleconference to its field staff.

Total complaints received category wise for the financial year April 2020 to September-2021 and April-21- Sept 2021 is as mentioned below:

| Nature of Complaints | No. of Complaints Received and disposed | |
|---|---|---------------------------|
| | 2020-21 | 2021-22 (Upto Sept-21) |
| A-Failure of Power Supply | 305983 | 305375 |
| B-Voltage Complaints | 18704 | 16247 |
| C- Metering Complaints | 486 | 432 |
| D-Billing Issues | 4601 | 2101 |
| E-Safety Issues | 5206 | 5646 |
| F- TC failure Complaints | 322 | 201 |
| G-Theft | 38 | 64 |
| I- New Connection/Additional Load | 39 | 29 |
| J-Phase Conversion | 2 | 2 |
| K- Transfer of ownership and conversion | 12 | 10 |
| L-Refund/Issuance of Certificates | 8 | 1 |
| M-Additional TC/Enhancement | 9 | 11 |
| N- General | 5079 | 2682 |
| GRAND TOTAL | 340489 | 332801 |

The MESCOM has taken appropriate measures to popularize the same through local newspapers and local TV channels. Additionally, MESCOM has extended the following services to its esteemed consumers.

- **WhatsApp: 9483041912**
- **Facebook: www.facebook.com/mescomkarnataka.**
- **Twitter: www.twitter.com/MESCOM_official**
- **Website: www.mescom.karnataka.gov.in**

For public awareness, wide publications are also given in daily news papers.

9. Directive on Energy Audit.

The Commission views with displeasure the delay in completing the tagging of consumer installations and taking up energy audit of all the feeders and metered DTCs.

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. 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 MESCOM to conduct workshops at the Division Office level, educating the officers of all cadres on the importance of conducting the feeder-wise, DTC-wise energy audit and initiating action to reduce the losses in their areas, by addressing several issues viz., consumer tagging, importance of energy metering and maintaining them in good condition, servicing all the installations strictly by providing appropriate energy meters, provide meters to the DTC's and maintain the meters in good condition, Metering of Street light installations, Replacement of electromechanical meters etc. An action plan on conducting such workshops shall be submitted by MESCOM 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 levels, every month. Copy of the proceedings of such meetings shall be submitted to the Commission for information and further review.

Compliance by MESCOM:

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-

conducting of HT/LT lines/EHT lines, bifurcation of feeders, construction of link lines, etc.

Division wise energy audit details for the year 2021-22(Upto Sep-21 Provisional) are as follows;

| Sl. No. | Name of the Division | Distribution Loss in % |
|---------------|----------------------|------------------------|
| 1 | Mangaluru | 4.83 |
| 2 | Kavoor | 4.26 |
| 3 | Puttur | 8.78 |
| 4 | Bantwal | 12.57 |
| 5 | Udupi | 8.85 |
| 6 | Kundapura | 4.17 |
| 7 | Shivamogga | 9.08 |
| 8 | Bhadravathi | 7.27 |
| 9 | Sagar | 10.24 |
| 10 | Shikaripura | 15.32 |
| 11 | Chikkamagaluru | 13.69 |
| 12 | Koppa | 11.47 |
| 13 | Kadur | 13.67 |
| MESCOM | | 9.14 |

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-21 and FY-22(Upto Sep-21).

City/Town Audit for FY 21:

| Name of town/city | Energy at IF point | Energy Sales | Energy Loss in MU | % Loss |
|-------------------|--------------------|--------------|-------------------|--------|
| Mangaluru | 833.85 | 807.00 | 26.85 | 3.22 |
| Udupi | 253.34 | 240.98 | 12.36 | 4.88 |
| Shivamogga | 250.51 | 233.15 | 17.36 | 6.93 |
| Bhadravathi | 130.48 | 121.20 | 9.28 | 7.11 |
| Sagar | 29.29 | 27.36 | 1.92 | 6.57 |
| Chikkamagaluru | 64.43 | 58.33 | 6.10 | 9.47 |
| Bantwala | 38.66 | 35.87 | 2.79 | 7.22 |
| Belthangady | 7.49 | 7.14 | 0.35 | 4.66 |
| Puttur | 54.09 | 50.86 | 3.23 | 5.98 |
| Sullya | 20.46 | 19.83 | 0.63 | 3.09 |
| Karkala | 43.82 | 41.48 | 2.34 | 5.33 |
| Kundapura | 20.52 | 19.39 | 1.13 | 5.48 |
| Thirthahalli | 10.15 | 9.49 | 0.66 | 6.53 |
| Shikaripura | 17.37 | 16.76 | 0.61 | 3.51 |
| Soraba | 7.94 | 7.27 | 0.67 | 8.46 |
| Hosanagar | 3.58 | 3.40 | 0.18 | 5.08 |
| Kadur | 30.78 | 27.81 | 2.97 | 9.65 |

| | | | | |
|----------|-------|-------|------|------|
| Tarikere | 17.05 | 15.79 | 1.26 | 7.39 |
| Mudigere | 9.09 | 8.70 | 0.39 | 4.31 |
| Koppa | 6.42 | 6.17 | 0.25 | 3.86 |
| Sringeri | 4.76 | 4.57 | 0.19 | 4.01 |
| N.R.Pura | 4.99 | 4.75 | 0.24 | 4.81 |

City/Town Audit for FY 22 (Upto Sep-21)

| Name of town/city | Energy at IF point | Energy Sales | Energy Loss in MU | % Loss |
|-------------------|--------------------|--------------|-------------------|--------|
| Mangaluru | 434.05 | 419.56 | 14.49 | 3.34 |
| Udupi | 131.95 | 124.70 | 7.25 | 5.49 |
| Shivamogga | 137.05 | 125.97 | 11.08 | 8.09 |
| Bhadravathi | 71.54 | 67.77 | 3.77 | 5.27 |
| Sagar | 15.44 | 14.19 | 1.25 | 8.08 |
| Chikkamagaluru | 34.03 | 30.71 | 3.33 | 9.77 |
| Bantwala | 18.26 | 16.71 | 1.55 | 8.51 |
| Belthangady | 3.92 | 3.75 | 0.18 | 4.53 |
| Puttur | 26.00 | 25.46 | 0.54 | 2.08 |
| Sullya | 10.46 | 10.01 | 0.45 | 4.28 |
| Karkala | 11.42 | 10.71 | 0.71 | 6.18 |
| Kundapura | 10.79 | 10.18 | 0.61 | 5.67 |
| Thirthahalli | 5.35 | 4.97 | 0.38 | 7.12 |
| Shikaripura | 9.88 | 9.07 | 0.81 | 8.22 |
| Soraba | 4.01 | 3.67 | 0.34 | 8.47 |
| Hosanagar | 1.93 | 1.83 | 0.10 | 5.12 |
| Kadur | 15.32 | 14.14 | 1.19 | 7.74 |
| Tarikere | 8.22 | 7.70 | 0.53 | 6.40 |
| Mudigere | 5.35 | 5.12 | 0.23 | 4.23 |
| Koppa | 3.69 | 3.527 | 0.17 | 4.53 |
| Sringeri | 2.30 | 2.21 | 0.09 | 3.85 |
| N.R.Pura | 2.40 | 2.28 | 0.11 | 4.76 |

Energy Audit of 11kV feeders:

Feeder level energy audits as at the end of March-2021 and as at the end of July-2021 are as indicated below:

| Sl.No | Period | As at the end of March-2021 | | As at the end of September-2021 | |
|-------|-------------------------------------|-----------------------------|--------------------------------|---------------------------------|--------------------------------|
| | | 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 | 1163 | 1087 | 1217 | 1177 |

| | | | | | |
|---|--|--|-------------|--|-------------|
| 2 | Feeders having losses between 15% to 20% | | 28 | | 2 |
| 3 | Feeders having losses between 20% to 30% | | 3 | | 0 |
| 4 | Feeders having more than 30% losses | | 0 | | 0 |
| | Total | | 1118 | | 1179 |

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

Energy Audit of DTCs:

DTC level energy audits as at the end of March-2021 and as at the end of Sept-2021 are as indicated below:

| Sl. No | Period | As at the end of March-2021 | As at the end of July-2021 |
|--------|---------------------------------------|-----------------------------|----------------------------|
| 1 | DTCs having less than 5% losses | 9531 | 9743 |
| 2 | DTCs having losses between 5% to 10% | 7087 | 8668 |
| 3 | DTCs having losses between 10% to 15% | 2290 | 1943 |
| 4 | DTCs having losses between 15% to 20% | 113 | 6 |
| 5 | DTCs having more than 20% losses | 43 | 4 |
| | Total | 19064 | 20364 |

Status of DTC metering as on 30.09.21 is as indicated below:

| No. of DTCs existing in MESCOM | No. of DTCs metered | No. of DTCs yet to be metered |
|--------------------------------|---------------------|-------------------------------|
| 92727 | 46868 | 45859 |

In MESCOM, all the field staffs were strictly instructed to do the tagging of all the installations with their respective feeders and DTCs.

Consumer indexing (DTC wise) status as at the end of September-2021:

| Circle | Consumers existing | Consumers tagged | % of tagging |
|----------------|--------------------|------------------|---------------|
| Mangaluru | 867946 | 867946 | 100.00% |
| Udupi | 494461 | 494461 | 100.00% |
| Shivamogga | 700863 | 661622 | 94.40% |
| Chikkamagaluru | 471217 | 370705 | 78.67% |
| Total | 2534487 | 2394734 | 94.49% |

MESCOM has taken initiation to conduct the division level workshops for educating the officers of all cadres about the importance and the methodology to be followed while conducting energy audit. As a first step workshop was conducted in Kavour division. Due to pandemic, program could not be continued in other divisions. Further, it is submitted to Honourable Commission that orientation program to all remaining divisions will be conducted in upcoming months and compliance will be submitted to the same.

10. Directive on Nirantara Jyothi feeder Separation:

The Commission had directed MESCOM to submit an action plan for segregation of IP feeders in the remaining Circles of its jurisdiction. MESCOM is directed to explore in detail any possible ways of doing the work with economical way and submit a report within 3 months from the date of this order. The MESCOM is directed to commission all the remaining feeders taken up at the earliest and thereafter to carry out the feeder-wise analysis to ensure that the objectives set out in the DPR are accomplished. Further, the MESCOM 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 MESCOM needs to take stern action on such offenders. Further, the field officers / officials who fail to curb illegal tapping shall be personally held responsible for these irregularities.

The Commission reiterates its directive that the MESCOM shall expedite implementation of feeders' segregation work and compliance report thereon shall be submitted to the Commission once in a quarter regularly, without fail.

Compliance by MESCOM:

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 October-2021, against the target of 124 feeders as per survey, work has been completed in 124 feeders out of which 117 feeders have been commissioned (out of which 7 feeders have been commissioned on existing breaker due to pending statutory approvals) and for the remaining 7 feeders the commissioning is pending due to Railway crossing and statutory approvals.

Further, necessary instructions have been issued to field officers to take necessary action to avoid illegal tapping of NJY feeders and also for mapping consumers, DTCs to segregated feeders for proper energy accounting/auditing.

In Dakshina Kannada and Udupi Districts, almost every individual house will be having Individual Irrigation pumpset associated with it & mixed installations are geographically together in hilly valley tough terrain. Hence it is difficult to segregate IP and Non-IP residential feeders.

In Thirthahalli, some parts of Sagar, Hosanagar taluks of Shivamogga District and Koppa, Sringeri, N.R.Pura, Mudigere and some parts of Chikkamagaluru taluks in Chikkamagaluru District, the segregation works cannot be taken up due to thick forest, malnad area and corridor issues. However balance 83 nos. of existing rural mixed load feeders which can be segregated in Shivamogga, Bhadravathi, Sagar, Hosanagar, Soraba and Chikkamagaluru Taluks are being examined to propose for segregation under RDSS scheme.

11. Directive on Demand Side Management in Agriculture.

The Commission reiterates its directive that MESCOM should take up Agricultural DSM initiatives in its jurisdiction and submit suitable proposals to the Commission for approval.

Compliance by MESCOM:

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, preparation of action report has been completed and the report has been received. As per the DSM action plan report, the replacement of 52,548 Nos of Agricultural various capacity pumpsets over the period of 3 years has been suggested with an approximate cost of Rs.178.07 Crs. The said report is under verification.

12. Directive on Lifeline supply to un-electrified Households.

The MESCOM is directed to expedite the task of providing electricity to all the un-electrified households within targeted period and report compliance to the commission giving the details.

Compliance by MESCOM:

In MESCOM, household electrification has been taken up under DDUGJY and Saubhagya schemes. The works have been completed with electrification of 32,571 households as on December-2020 under DDUGJY and 5670 households as on August-2019 under Saubhagya scheme. As per the scheme guidelines, 60% of sanctioned cost is grant from GoI.

Under Saubhagya scheme Rs.7.93 Crs (eligible grant as per scheme closure) and under DDUGJY Rs. 213.35 Crs grant has been released from GoI.

13. Directive on Financial Framework of Division

The Commission reiterates its directive that the MESCOM shall continue to implement the Financial Management Framework Model and report compliance thereon regularly, on a quarterly basis to the Commission. MESCOM shall identify the sub-divisions and divisions which are not collecting the required rate of ARR and take remedial measures to ensure full recovery of revenue. The Commission directs MESCOM to submit the financial frame work analysis for FY20 and FY21 within May 2021.

Compliance by MESCOM:

As per the directions of the Hon'ble Commission, actions have been initiated by the Company with respect to Fixing of Targets, Recovery of Revenue Arrears, reduction of distribution losses, energy audit etc. The progress achieved by the divisions is being reviewed by the higher authorities on monthly basis.

Revenue demand:

The Honble Commission has approved the ARR of Rs.7.61 per unit for FY 2020-21. Instructions have been issued to the divisions to achieve the targeted ARR by 100 percent metering and billing. Rs. 7.94 is approved for FY 21-22 and the achievements against the targets for FY 2021-22(upto September 2021) is submitted as below:

| Sl. No | Name of the Division | Target (in Rs) | Achievement (in Rs) |
|---------------|-----------------------------|-----------------------|----------------------------|
| 1 | Mangalore -1 | 8.35 | 8.36 |
| 2 | Mangalore -2 | 7.94 | 7.96 |
| 3 | Puttur | 7.79 | 6.84 |
| 4 | Bantwal | 7.85 | 6.77 |
| 5 | Udupi | 8.07 | 8.08 |
| 6 | Kundapur | 7.70 | 7.22 |
| 7 | Shimoga | 8.15 | 7.96 |

| | | | |
|----|--------------|------|-------------|
| 8 | Bhadravati | 7.99 | 7.33 |
| 9 | Sagar | 7.79 | 6.45 |
| 10 | Shikaripura | 7.75 | 6.11 |
| 11 | Chikmagalur | 8.11 | 7.77 |
| 12 | Koppa | 7.85 | 6.83 |
| 13 | Kadur | 7.78 | 6.13 |
| | Total | 7.94 | 7.33 |

On evaluation, it is observed that, the targeted ARR could not be achieved in the divisions where the percentage of IP set Consumers is more.

Revenue Collections:

Company has given the target to ensure 100 percent meter reading, billing and collection of the revenue demanded in each month and achieved the collection efficiency of 100.60% during FY 2020-21. The Closing Balance Ratio of the Company is 1.60 as on 31.03.2021. Division wise Collection efficiency and C.B ratio for FY 2020-21 and 2021-22 (upto September 2021) are submitted in the table below.

| Sl. No | Name of the Division | 2020-21 | | | 2021-22 (Upto Sept-2021) | | |
|--------|----------------------|-------------------|--------------------------------|------------|--------------------------|--------------------------------|------------|
| | | Collection Target | Collection efficiency achieved | C.B. Ratio | Collection Target | Collection efficiency achieved | C.B. Ratio |
| 1 | Mangaluru-1 | 100% | 102.74 | 0.20 | 100% | 97.36 | 0.35 |
| 2 | Mangaluru -2 | 100% | 100.36 | 0.53 | 100% | 98.50 | 0.54 |
| 3 | Puttur | 100% | 101.95 | 0.41 | 100% | 98.14 | 0.52 |
| 4 | Bantwala | 100% | 103.84 | 0.62 | 100% | 94.95 | 0.94 |
| 5 | Udupi | 100% | 101.53 | 0.08 | 100% | 97.99 | 0.19 |
| 6 | Kundapura | 100% | 102.55 | -0.07 | 100% | 99.38 | -0.03 |
| 7 | Shimoga | 100% | 100.21 | 1.36 | 100% | 97.48 | 1.41 |
| 8 | Bhadravati | 100% | 90.25 | 13.12 | 100% | 84.97 | 12.63 |
| 9 | Sagara | 100% | 100.99 | 0.50 | 100% | 96.87 | 0.70 |
| 10 | Shikaripura | 100% | 98.57 | 2.25 | 100% | 96.83 | 2.66 |
| 11 | Chikmagaluru | 100% | 99.40 | 2.58 | 100% | 96.22 | 2.66 |
| 12 | Koppa | 100% | 100.16 | 2.51 | 100% | 94.83 | 2.75 |
| 13 | Kaduru | 100% | 99.37 | 3.69 | 100% | 99.95 | 3.72 |

| | | | | | | | |
|--|--------------|-------------|---------------|-------------|-------------|--------------|-------------|
| | Total | 100% | 100.60 | 1.60 | 100% | 96.96 | 1.71 |
|--|--------------|-------------|---------------|-------------|-------------|--------------|-------------|

It is evident from the above table that, Company is achieved the target fixed for the revenue collection. The least collection is recorded in Bhadravati division with highest CB ratio because of non-collection of demand from the Mysore Paper Mill which is a Govt. installation.

However action will be taken by the Company in coming days for further reduction in Closing Balance by increasing collection efficiency.

Reduction in Distribution Losses:

Hon'ble Commission has approved the distribution loss of 10.00% for FY 2020-21 against which Company has achieved 9.86% which is well within the approved limit. The division wise distribution loss levels for the last 5 years are given below:

| Sl. No | Name of the Division | 16-17 | 17-18 | 18-19 | 19-20 | 20-21 |
|--------|----------------------|--------------|--------------|--------------|--------------|-------------|
| 1 | Mangalore -1 | 5.74 | 5.67 | 4.53 | 4.52 | 4.55 |
| 2 | Mangalore -2 | 6.49 | 5.92 | 5.11 | 5.20 | 4.12 |
| 3 | Puttur | 10.77 | 14.16 | 9.39 | 11.31 | 8.61 |
| 4 | Bantwal | 10.39 | 12.18 | 14.45 | 11.46 | 11.16 |
| 5 | Udupi | 7.69 | 10.08 | 9.54 | 6.90 | 8.35 |
| 6 | Kundapur | 10.2 | 9.73 | 7.39 | 7.02 | 6.97 |
| 7 | Shimoga | 12.48 | 10.71 | 10.54 | 9.80 | 10.06 |
| 8 | Bhadravati | 9.63 | 12.00 | 9.54 | 7.68 | 7.47 |
| 9 | Sagar | 12.75 | 12.65 | 10.99 | 11.77 | 15.80 |
| 10 | Shikaripura | 15.68 | 12.21 | 14.90 | 18.26 | 12.61 |
| 11 | Chikmagalur | 18.28 | 18.00 | 16.59 | 11.92 | 11.95 |
| 12 | Koppa | - | 18.85 | 16.60 | 17.49 | 14.62 |
| 13 | Kadur | 20.58 | 18.64 | 17.17 | 17.52 | 17.53 |
| | Total | 11.40 | 11.32 | 10.52 | 10.07 | 9.86 |

As it can be seen from the above table, the overall distribution loss level of the Company is in decreasing trend. In respect of the divisions where recorded loss is much

higher than the approved limit, instructions have been issued for further reduction of losses by replacing MNR meters, detecting theft, re-conductoring of deteriorated distribution lines and executing other allied improvement works etc.

Further, Hon'ble Commission has approved the distribution loss of 9.84% for FY 2021-22 and accordingly targets were given to the divisions. The achievements against the target upto 2nd quarter of the year 2021-22 are submitted as below:

| Sl. No | Name of the Division | Target | Achievement |
|---------------|-----------------------------|---------------|--------------------|
| 1 | Mangalore -1 | 4.52% | 4.83% |
| 2 | Mangalore -2 | 4.09% | 4.26% |
| 3 | Puttur | 8.58% | 8.78% |
| 4 | Bantwal | 11.14% | 12.57% |
| 5 | Udupi | 8.33% | 8.85% |
| 6 | Kundapur | 6.95% | 4.17% |
| 7 | Shimoga | 10.04% | 9.08% |
| 8 | Bhadravati | 7.45% | 7.27% |
| 9 | Sagar | 13.60% | 10.24% |
| 10 | Shikaripura | 14.31% | 15.32% |
| 11 | Chikmagalur | 11.93% | 13.69% |
| 12 | Koppa | 14.60% | 11.47% |
| 13 | Kadur | 17.51% | 13.67% |
| | Total | 9.84% | 9.14% |

14. Directives on Prevention of Electrical Accidents:

The MESCOM 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. MESCOM should also take up continuous awareness campaigns through visual / print media on safety aspects relating to electricity among public.

MESCOM 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, 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, it shall also focus on rectifying the hazardous consumer installations. MESCOM shall submit an action plan for reducing the accidents in MESCOM area, within a month of the date of this Order. Thereafter, the compliance thereon shall be submitted to the Commission every month, regularly.

Compliance by MESCOM:

With the aim of prevention of electrical accidents, MESCOM given instructions to all the field officers of MESCOM those who are maintaining the distribution network and instructions were issued 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 instruction to the Electrical Safety officer to take action to prepare the action plan on prevention of electrical accidents.

Safety gears such as earthing rods, Helmets, High voltage Detectors, Safety kits, etc are provided to all the linemen of MESCOM and periodical training is imparted to them to use of safety gears while working in the Distribution Network by providing safety instruction manual and various field demonstrations through trained professionals through HRD Training Centre of MESCOM. The MESCOM HRD wing has conducted the training on safety measures to be taken while working on electrical network and the details are as follows:

| Financial year | Total team | No. of trainees attended |
|----------------|------------|--------------------------|
| 2020-21 | 25 | 698 |

For public awareness, Do’s & Don’ts wide publications are also given often in daily news papers..

In order to prevent and reduce the number of fatal electrical accidents, MESCOM has taken measures to rectify the hazardous locations/installations. As per the directive, MESCOM has made sincere efforts for identification of all the hazardous installations in the distribution system which is a continual process. However, MESCOM has given higher priority for rectification of hazardous installations in densely populated areas/ public areas.

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 |
|---------------------------|---|--|---|---|
| 2020-21 | 87 | 2450 | 2458 | 79 |
| 2021-22 (Upto Sept-21) | 79 | 1267 | 1298 | 48 |
