

## 1. Preliminary observations on Directives of MESCOM:

Directive No	Directives Issued by the Commission	Observation made	MESCOM Reply
1	Consumer interaction meeting at Subdivision level.	<p>MESCOM is not furnishing the details every quarter in the format prescribed by the Commission in previous Tariff Orders.</p> <p>From the data furnished, it is observed that neither the Superintending Engineer (EI), O&amp;M Circle Shivamogga nor the Executive Engineer (EI), O&amp;M Division, Shivamogga and Bhadravathi have chaired the only CIM conducted during the 4<sup>th</sup> Quarter of FY21.</p> <p>MESCOM shall furnish the suitable reasons for conducting CIMs not chaired by either the jurisdictional SE(EI) or the EE(E)s as per the directives of the Commission.</p>	<p>As Hon'ble Commission is conducting quarterly review meetings, MESCOM is submitting the data relating to quarterly consumer interaction meetings for review.</p> <p>MESCOM has also taken note of the lapses on the part of SEE-Shimoga / EEE-Shimoga for having not attended the quarterly consumer interaction meetings at sub divisional offices. Stringent instructions have also been issued to SEE-Shimoga / EEE-Shimoga to comply with the Hon'ble Commission's directions.</p> <p>As a consumer friendly measure, MESCOM is accepting the grievance from consumers through various possible modes such as phone, email, whatsapp, etc. In this direction, MESCOM's sub divisional officers has conducted phone in programme on 30-01-2021 @ 11:00 AM by to resolve the consumer complaints.</p>
3	Directive on Energy Conservation	<p>The MESCOM has not submitted the compliance regularly on the above directive.</p> <p>MESCOM has not furnished in detail the implementation of the directive on energy conservation in its offices giving the number of offices covered, energy saved etc. It has not informed on the action taken for promoting energy conservation by the use of Energy</p>	<p><b>Implementation of the directive on Energy Conservation in MESCOM office;</b></p> <ul style="list-style-type: none"> <li>• Action has been taken for installing LED lights, star rated pumps for borewells, star rated Air conditioners in all new buildings.</li> <li>• Also action has been taken to install BEE 5 star rated equipment by replacing inefficient air conditioners present in all the MESCOM offices while on replacement of faulty equipment.</li> <li>• In MESCOM, 56 office buildings have been serviced with Solar roof top having total capacity of 817 KWp which also conserves the energy.</li> </ul> <p><b>Promoting Energy Conservation</b></p> <ul style="list-style-type: none"> <li>• Banners have been displayed and pamphlets have been distributed to the consumers to create awareness on energy conservation and usage of star rated equipment among the public.</li> </ul>

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		<p>Efficient (EE) appliances among the general public and action taken while servicing the installations with EE appliances, especially street lights. The MESCOM shall submit the compliance as per the directions thereon.</p>	<ul style="list-style-type: none"> <li>To promote usage of Energy Efficiency equipment &amp; conservation of energy, information have been displayed in MESCOM website, in 'Consumers Handbook' and in 'Nanna MESCOM 'App for saving of energy.</li> <li>In the Power sanction letter, MESCOM is insisting consumers to install star rated pumps for irrigation pumpsets and same is being ensured while servicing the installations.</li> <li>Further, while sanctioning power to other category, consumers are being insisted to install energy efficient equipment such as LED lights, star rated refrigerators, AC, geysers, solar water heaters for energy conservation. In practice, 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.</li> </ul> <p><b>Service of Street light installations:</b></p> <ul style="list-style-type: none"> <li>Action has been taken to ensure that LED lamps/ energy efficient lamps are provided to the street light points while servicing all new streetlight/ high mast installations including extensions made to the existing streetlight circuits.</li> <li>Further, in this regard, jurisdictional EEs/SEEs have been instructed to conduct random inspection.</li> </ul>
4	Directive on implementation of Standards of Performance (SoP)	<p>The MESCOM was directed 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 the officers and the amount paid to the consumers for any delay in service. MESCOM shall furnish the details on these.</p> <p>MESCOM was directed to conduct awareness campaign at</p>	<p>The MESCOM has taken action to display parameters in all its O&amp;M Subdivisions and O&amp;M Sections.</p> <p>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.</p> <p>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 and orientation programme conducted in hobli level is as shown in Annexure-SoP.</p> <p>MESCOM instructed to field officer to conduct the awareness campaigns at the Hobli levels for educating consumers. However, MESCOM has taken opportunity to distributed the "Grahakara Kaipidi" during Jansamparka Sabha and Gram Sabha etc.</p> <p>MESCOM has 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.</p>

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		<p>the Hobli levels for educating the public about the Standards of Performance prescribed by the Commission. MESCOM was required 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.</p> <p>MESCOM has not reported anything on the conduct of awareness campaigns in the Hobli levels for educating consumers. MESCOM shall submit the compliance.</p>	<p>As per the directive, MESCOM will submit the compliance periodically.</p>
5	Directive on use of safety gear by linemen	<p>MESCOM is not submitting the quarterly compliance report to the Commission on this aspect. The MESCOM has submitted that it has provided safety gear to all Power men. MESCOM shall submit the details indicating the number of linemen, both appointed on regular basis and on contract basis, 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</p>	<p>2520 Nos of line staffs are working in MESCOM jurisdiction and they are provided with complete set of safety gear and no contract employees are working.</p> <p>Suitable instructions are issued to field staff to use provided safety gear ensure proper line clear from the concerned section officers and to create safety zone before working on the Distribution network.</p>

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		be given. Details of the action taken on erring staff also be furnished.	
6	Directive on providing Timer Switches to Street lights by ESCOMs	<p>MESCOM has not furnished in detail the statistics of, number of Street Light installations existing as at the beginning of the year, serviced during the year, Street Light installations provided with timer switches etc.,</p> <p>MESCOM shall also furnish the details on the action take / circulars issued towards servicing new street light points with timer switches.</p> <p>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.</p> <p>MESCOM shall submit the compliance thereon.</p>	<p>The details of the statistics of, number of Street Light installations existing as at the beginning of the year, serviced during the year, Street Light installations is annexed in <b>Annexure-ST.</b></p> <p>MESCOM given directions to field officer to ensure that LED lamps/ energy efficient lamps are provided to the street light points while servicing all new streetlight/ high mast installations including extensions made to the existing streetlight circuits.</p> <p>As per the directive, MESCOM will submit the compliance periodically.</p>
7	Directive on Load shedding	<p>It is observed that MESCOM has not taken action to update the entire consumer data on the application software used for public information system on power system interruption etc.,</p> <p>The MESCOM shall submit compliance in this regard.</p>	<p>MESCOM has taken action to updating the consumer data as to the applications used for public information system on power system interruption etc.,</p> <p>As on 20-12-2021, total 20.985 Lakhs consumers are brought under Urja Mitra and 2.32 Cores messages have been sent to the registered consumers.</p> <p>Scheduled Power outages in MESCOM are publishing in the website in advance by a link: <a href="https://mescom.karnataka.gov.in/page/PUBLICATIONS/Power+Outages/en">https://mescom.karnataka.gov.in/page/PUBLICATIONS/Power+Outages/en</a>.</p> <p>Also Unscheduled outages real time (on going outages) information's are being displaying in MESCOM website.</p>

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8	Directive on establishing a 24X7 fully equipped centralized consumer service centers	<p>MESCOM was directed to reduce the consumer downtime to address the 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.</p> <p>The MESCOM shall furnish compliance in this regard. Comparison of the downtime analysis for FY20 and FY21 shall be furnished.</p>	<p>MESCOM has already established 24x7 centralized consumer service centers and to attend the complaints. MESCOM has already established 54 Nos of full-fledged 24x7 Service stations and 2 Nos of 12 Hrs Service stations by providing men, material and vehicle to redress the complaints.</p> <p>MESCOM Customer care centre is regular contact with Service Station crew members to attend the complaint effectively and it is helped considerably to reduce the downtime.</p> <p>Further, MESCOM has acknowledged the directive to reduce the downtime in attending the consumer complaints. However, it is to be submitted that, majority of MESCOM's geographical area covers hilly and forest terrains and whenever the faults due to unforeseen/ technical occurs attending the complaints within short time may not be possible. However, the same are being attended within the time schedule prescribed in SOP. Hence, It will be difficult to reduce down time year on year in a trajected manner. In spite of that, MESCOM is committed to ensure uninterrupted power supply to its consumers.</p> <p>The Comparison of the downtime analysis for FY21 and FY22(upto Sept-2021) is enclosed as Annexure-CC</p>
9	Directives on Energy Audit	<p><b><u>Energy Audit of cities / towns</u></b></p> <p>MESCOM shall indicate the definite timeline by which it will complete the consumer indexing for taking up energy auditing effectively.</p> <p>MESCOM shall furnish the comparative statement of losses recorded in Towns &amp; Cities for the FY21 as against the FY20.</p> <p><b><u>DTCs Energy Audit:</u></b></p> <p>The MESCOM has furnished the</p>	<p>In MESCOM at the end of September-2021, 46,868 DTC meters are commissioned. The audit was being carried out to the DTCs with good meters. It is to bring kind notice of hon'ble KERC that, 27,023 DTCs meters were fixed by M/s AFL. 36% of communication achieved,(From which input to DTC is available online). Initiation has been taken to conduct the DTC audit without manual intervention by achieving coordination with the M/s Zygox.</p> <p>Following remedial measures has been taken to reduce the losses in DTCs.</p> <ol style="list-style-type: none"> <li>1) All the field staffs are directed to carry out DTC wise tagging of installations and to submit energy audit of all metered DTCs every month.</li> <li>2) All circle SEEs have been instructed to review energy audit in monthly review meeting and to analyse the data and to take necessary action in this regard.</li> <li>3) Action has been taken to replace MNR meters/faulty meters and faulty CT/PTs so as to get the accurate DTCs consumption.</li> </ol>

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		<p>details of energy audit conducted in respect of 20,000 DTCs only, out of 46,868 DTCs for which meters are said to have been fixed. MESCOM shall furnish remedial measures initiated to reduce losses in those DTCs and the timeline by which all the balance DTCs will be metered and audited.</p> <p>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 fetched readings etc.,</p> <p>The MESCOM is directed to comply with the directives issued by the Commission in all the previous Tariff Orders, in respect of energy audit of DTCs.</p> <p>MESCOM shall also indicate the definite timeline by which it will complete the consumer indexing</p>	<p>Consumer indexing is a regular process. All the field staffs are instructed to Tag the consumers to respective DTCs, Feeders.</p> <p>Tagging details is as at the end of November-2021 is as follows:</p>																											
			<table border="1"> <thead> <tr> <th data-bbox="994 432 1227 459">Circle</th> <th data-bbox="1227 432 1532 459">Consumers existing</th> <th data-bbox="1532 432 1783 459">Consumers tagged</th> <th data-bbox="1783 432 1984 459">% of tagging</th> </tr> </thead> <tbody> <tr> <td data-bbox="994 459 1227 496">Mangaluru</td> <td data-bbox="1227 459 1532 496">867946</td> <td data-bbox="1532 459 1783 496">867946</td> <td data-bbox="1783 459 1984 496">100.00%</td> </tr> <tr> <td data-bbox="994 496 1227 533">Udupi</td> <td data-bbox="1227 496 1532 533">494461</td> <td data-bbox="1532 496 1783 533">494461</td> <td data-bbox="1783 496 1984 533">100.00%</td> </tr> <tr> <td data-bbox="994 533 1227 569">Shivamogga</td> <td data-bbox="1227 533 1532 569">703446</td> <td data-bbox="1532 533 1783 569">668332</td> <td data-bbox="1783 533 1984 569">95.01%</td> </tr> <tr> <td data-bbox="994 569 1227 606">Chikkamagaluru</td> <td data-bbox="1227 569 1532 606">471909</td> <td data-bbox="1532 569 1783 606">378630</td> <td data-bbox="1783 569 1984 606">80.23%</td> </tr> <tr> <td data-bbox="994 606 1227 639"><b>Total</b></td> <td data-bbox="1227 606 1532 639"><b>2537762</b></td> <td data-bbox="1532 606 1783 639"><b>2409369</b></td> <td data-bbox="1783 606 1984 639">94.94%</td> </tr> </tbody> </table>				Circle	Consumers existing	Consumers tagged	% of tagging	Mangaluru	867946	867946	100.00%	Udupi	494461	494461	100.00%	Shivamogga	703446	668332	95.01%	Chikkamagaluru	471909	378630	80.23%	<b>Total</b>	<b>2537762</b>	<b>2409369</b>	94.94%
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10	Implementation of NJY	MESCOM has informed that the 117 feeders of 124 feeders envisaged for segregating agricultural feeders are commissioned as on October, 2021 and the remaining 7 feeders are commissioned on the existing feeders. MESCOM has to furnish the details of commissioning the segregated agricultural feeders and the action taken to assess the consumption of IP set installations based on the consumption recorded in the energy meters provided to segregated feeders by MESCOM.	<p>In respect of Feeder segregation works taken up under DDUJGY in Shivamogga and Chikkamagaluru Districts, against the target of 124 New feeders(Non-agricultural), 120 feeders have been commissioned and 4 feeders are yet to be commissioned due to pending railway crossing and statutory approvals. At present, with this 252 nos. of rural mixed load feeders have been segregated as Agricultural (IP) feeders. The division wise, subdivision wise commissioning of feeders are as below;</p> <table border="1"> <thead> <tr> <th>District</th> <th>Division</th> <th>Subdivision</th> <th>No. of Non-IP feeders commissioned with New breakers</th> <th>No. of Non-IP feeders commissioned with existing breakers</th> <th>Number of exclusive IP feeders formed</th> </tr> </thead> <tbody> <tr> <td rowspan="8">Shivamogga</td> <td rowspan="2">Shivamogga</td> <td>Kumsi</td> <td>3</td> <td>3</td> <td>6</td> </tr> <tr> <td>Shivamogga RSD</td> <td>6</td> <td>4</td> <td>7</td> </tr> <tr> <td rowspan="2">Bhadravathi</td> <td>Bhadravathi RSD</td> <td>6</td> <td>0</td> <td>5</td> </tr> <tr> <td>Holehonnuru</td> <td>11</td> <td>0</td> <td>16</td> </tr> <tr> <td>Sagar</td> <td>Soraba</td> <td>9</td> <td>0</td> <td>20</td> </tr> <tr> <td rowspan="2">Shikaripura</td> <td>Shikaripura</td> <td>12</td> <td>0</td> <td>44</td> </tr> <tr> <td>Shiralakoppa</td> <td>8</td> <td>0</td> <td>27</td> </tr> <tr> <td>Anavatti</td> <td>4</td> <td>0</td> <td>9</td> </tr> <tr> <td rowspan="4">Chikkamagaluru</td> <td rowspan="4">Kadur</td> <td>Kadur</td> <td>21</td> <td>0</td> <td>49</td> </tr> <tr> <td>Birur</td> <td>12</td> <td>0</td> <td>22</td> </tr> <tr> <td>Tarikere</td> <td>13</td> <td>0</td> <td>32</td> </tr> <tr> <td>Ajjampura</td> <td>8</td> <td>0</td> <td>15</td> </tr> <tr> <td colspan="3"><b>Total</b></td> <td><b>113</b></td> <td><b>7</b></td> <td><b>252</b></td> </tr> </tbody> </table>	District	Division	Subdivision	No. of Non-IP feeders commissioned with New breakers	No. of Non-IP feeders commissioned with existing breakers	Number of exclusive IP feeders formed	Shivamogga	Shivamogga	Kumsi	3	3	6	Shivamogga RSD	6	4	7	Bhadravathi	Bhadravathi RSD	6	0	5	Holehonnuru	11	0	16	Sagar	Soraba	9	0	20	Shikaripura	Shikaripura	12	0	44	Shiralakoppa	8	0	27	Anavatti	4	0	9	Chikkamagaluru	Kadur	Kadur	21	0	49	Birur	12	0	22	Tarikere	13	0	32	Ajjampura	8	0	15	<b>Total</b>			<b>113</b>	<b>7</b>	<b>252</b>
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13	Directive on Implementation of Financial Management	MESCOM has to submit the compliance in respect of implementation of Financial Management Framework, on	<p>Action taken to collect huge arrears in respect of the O &amp; M Divisions, Where the CB ratio is high including the arrears from the Government installations.</p> <ul style="list-style-type: none"> <li>To review the due dates of daily collection vis-a-vis the due dates for payments.</li> <li>Timely Disconnection of default installations and on priority age wise/amount wise</li> </ul>																																																																			

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	Framework	<p><b>quarterly basis</b> regularly to the Commission.</p> <p>MESCOM shall furnish the action taken to collect huge arrears in respect of the O&amp;M Divisions, where the CB ration is high including the arrears from the Government installations.</p>	<p>arrears recovery persuasion.</p> <ul style="list-style-type: none"> <li>• Follow up the recovery in respect of Government installations GP/TPs and local bodies duly contacting the concerned authorities in person by the Sub-division Officers / Section Officers.</li> <li>• Sub division offices are sending monthly consolidated bills in addition to spot bills to respective GPs/ TP/TMC/CMC/ Corporation and are taking signed acknowledgement and following methods are adopted by MESCOM to recover Electricity dues of RLB/ULB;</li> <li>• By contacting concerned RLB/ULB officials over phone/personally by MESCOM officials regularly.</li> <li>• By addressing D.O letters by M.D to the concerned District DC's/CEO's/Project Director regarding payment of Electricity dues every month.</li> <li>• By giving instructions to all the Zonal/Circle/Divisional/Sub-divisional Officers in the Monthly progress review meeting.</li> <li>• Zonal Chief Engineers and Circle Superintendent Engineers are personally monitoring the recovery of outstanding dues of RLB and ULB</li> <li>• Prompt reconciliation and follow up collection with the collection agencies such as post office, Banks, Paytm, Karnataka-1 etc.,</li> <li>• Prompt banking of all collections and also remittance and transfer to the main account at Mangalore.</li> <li>• To conduct periodically the revenue arrears collection drive on a Mass basis.</li> <li>• To recover the arrears from the consumer and also follow up of audit short claim etc.,</li> <li>• To follow up the back billing charges on account of MT, RT and vigilance reports.</li> </ul> <p>To arrange/follow-up of inspection of DL, NIL and MNR installations/replacement of meters.</p>
14	Prevention of Electrical Accidents	<p>MESCOM has to furnish the action plan for rectification of balance hazardous locations / installations identified in its distribution network.</p> <p>MESCOM has to furnish the summary of the analysis made on the reports submitted by Electrical Inspectorate for FY21 and FY22 up</p>	<p>MESCOM has given prime priority to identifying and rectification of balance hazardous locations/installations in distribution network.</p> <p>MESCOM has taken action to prevent such accidents in future, analysis was made on the reports submitted by Electrical Inspectorate for FY-21 and FY-22 upto September 2021. Periodical Safety training are being imparted for power men through MESCOM HRD wing and safety awareness has created among consumers. MESCOM has taking action to publish advertisement to create awareness on Electricity safety among consumers</p>



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		<p>to September 2021 and the action taken to prevent such accidents in future.</p> <p>MESCOM shall furnish the compliance periodically as per the directives.</p>	<p>periodically.</p> <p>As per the directive, MESCOM will submit the compliance periodically.</p>