

CHAPTER-1

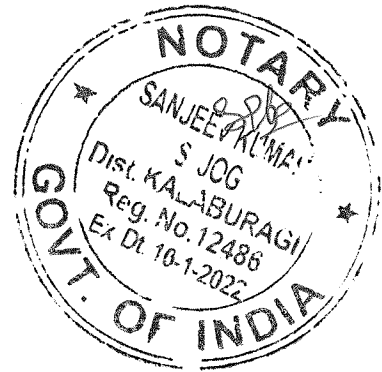
About GESCOM


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PREAMBLE :

- GESCOM is filing an application for its Annual Performance Review for FY-21, projected Annual Revenue Requirement for the Financial Year FY-23 and Retail Supply Tariff Petition for FY-23 as per KERC (Term and Conditions for Determination of Tariff for Distribution and Retail Sale of Electricity) Regulation, 2006 under Multi Year Tariff framework.
- Structure of the filing comprises of ;
 - a. GESCOM Profile
 - b. Annual Performance Review for FY-21.
 - c. Annual Revenue Requirement.
 - d. Revenue, Income and Revenue Deficit
 - e. Compliance to Hon'ble Commission's Directives.
 - f. Tariff Revision Proposal for FY-23.
 - g. Proposed Electricity Tariff Schedule for FY-23.
 - h. Additional surcharge and cross subsidy charge
 - i. Prayer.
- The Hon'ble Commission is requested to consider and approve the proposal of Annual Performance Review for FY-21, Proposed Annual Revenue Requirement for the Financial year FY-23 and Retail Supply Tariff for FY-23. GESCOM submits that it has made sincere efforts to comply with the requirements of KERC (Tariff) Regulations and KERC (Terms and Conditions for Determination of Tariff for Distribution and Retail Sale of Electricity) Regulation, 2006.


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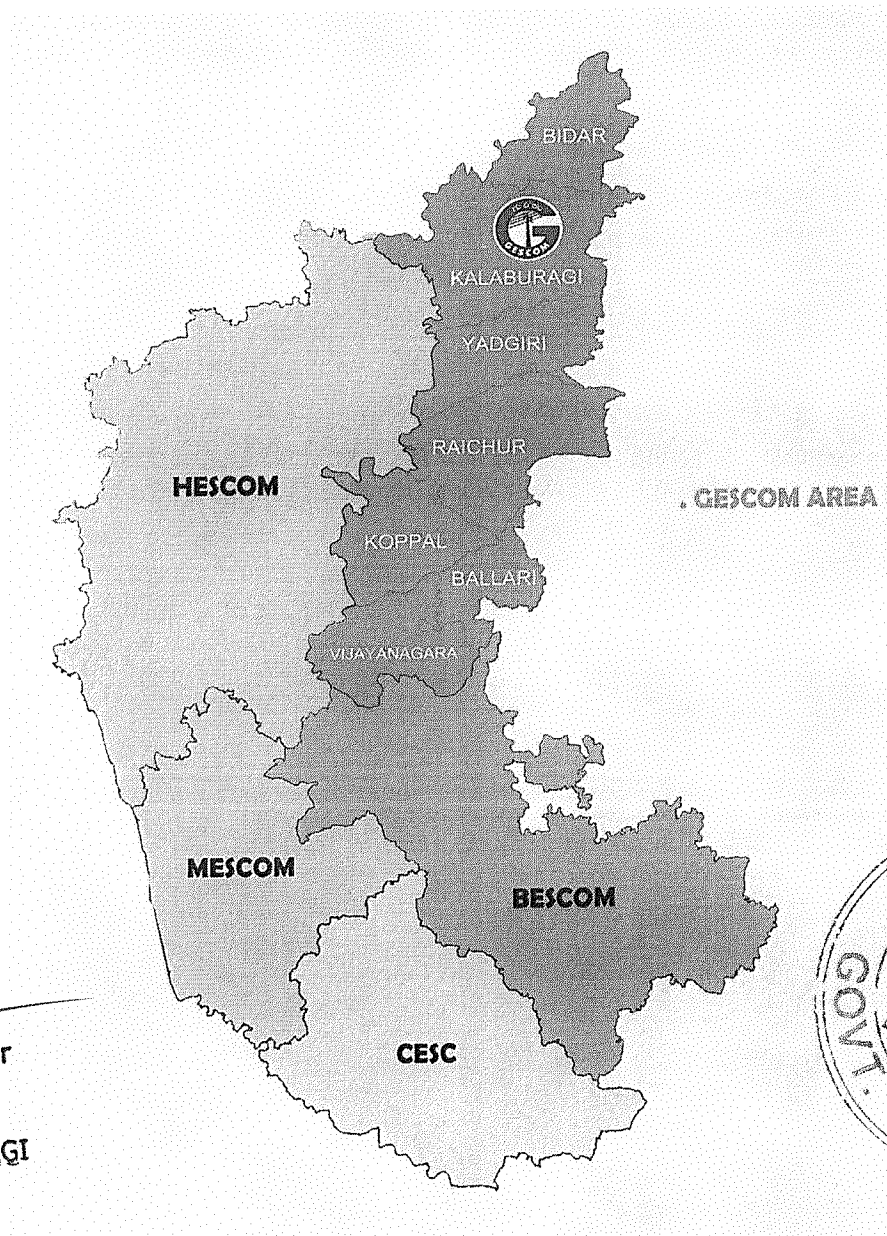


CHAPTER-1 : About GESCOM

1.1: Profile of GESCOM

Gulbarga Electricity Supply Company Ltd., (hereinafter referred to as GESCOM) is a Distribution Licensee under the provisions of the section 14 of the Electricity Act 2003 (hereinafter referred to as Act). GESCOM is responsible for purchase of power, distribution and retail supply of electricity to its consumer/s and also providing infrastructure for Open Access, Wheeling and Banking in its area of operation which includes Seven Districts Viz., Bidar, Kalaburagi, Yadgir, Raichur, Koppal, Ballari and Vijayanagar of the state as indicated below.

Gulbarga Electricity Supply Company Limited (GESCOM) is a registered company under the Companies Act, 1956, incorporated on 30th April 2002 and commenced its operation on 1st June 2002. The registered Corporate office of the Company is located at Station Main Road, Kalaburagi -585 102.



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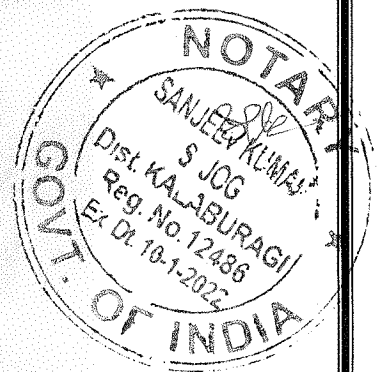


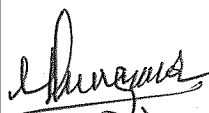
Table-1 : GESCOM Profile

GESCOM (CIN : U04010KA2002SGC030436) Registered on 01.06.2002			
Sl. No	Particulars (As on 30.09.2021)		Statistics
1.	Area	Sq.km.	43861
2.	Districts	Nos.	7
3.	Taluka's	Nos.	49
4.	Population (as per 2011 census)	Crores	1.12
5.	Consumers as on Sept-2021	In Lakhs	33.92
6.	O & M Distribution Zone	Nos.	2
7.	No. of O&M Circles	Nos.	5
8.	No. of O&M Divisions	Nos.	16
9.	No. of O&M Sub-Divisions	Nos.	54
10.	Energy Consumption (FY-22 up to Sept-21)	MU	3790.88
11.	Demand (FY-22 up to Sept-21)	Rs. in Crores	2758.95
12.	Collection (FY-22 up to Sept-21)	Rs. in Crores	2610.25
13.	Assets (FY-22 Up to Sept-21)	Rs. in Crores	4667.39
14.	33KV HT line	R. Kms	2806.53
15.	11 kV HT lines	R. kms.	71302.55
16.	Stations		
	a) 220 kV	Nos.	17
	b) 110 kV	Nos.	129
	c) 66 KV	Nos.	28
	d) 33 kV	Nos.	147
	DTCs	Nos.	115759
	LT lines	R. Kms	92042.12
17.	Total employees strength:		
	a) Sanctioned	Nos.	10233
	b) Working	Nos.	7204

1.2 Mission Statement of GESCOM

The mission of the GESCOM is to ensure reliable quality power to its customers at competitive prices. The GESCOM is committed to achieve this mission through:

- Encouraging best practices in Distribution,
- Encouraging high order maintenance of its technical facility.
- Emphasizing the best standards in customer service and
- Optimizing its human and technical resources for the benefit of all its customers".

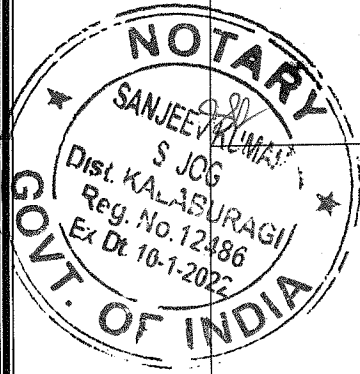

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Table-2

At present GESCOM's area of operations is structured as below.

Name of the				
O&M Zone	O&M Circle	O&M	O&M Sub-division	
Kalaburagi	Kalaburagi	Kalaburagi Urban	1	City Sub-Division-1
			2	City Sub-Division-2
			3	City Sub-Division-3
			4	City Sub-Division-4
		Kalaburagi Rural-1	5	Gulbarga Rural
			6	Aland
			7	Kadaganchi
			8	Afzalpur
			9	Chowdapur
		Kalaburagi Rural-2	10	Jewargi
			11	Yedrami
			12	Shahabad
			13	Chittapura
			14	Kalagi
		Sedam	15	Sedam
			16	Chincholi
		Yadgir	17	Yadgir
			18	Gurmitkal
			19	Surapura
			20	Hunasagi
			21	Shahapura
Ballari	Bidar	Bidar	22	Bidar
			23	Bhalki
			24	Kamathana
			25	Aurad
		Humanabad	26	Humanabad
			27	Basavakalyana
			28	Mann-E-Khalli
	Ballari	Ballari Urban	29	City Sub-Division-1
			30	City Sub-Division-2
		Ballari Rural	31	Ballari Rural
			32	Sanduru
			33	Siraguppa
		Hosapet Urban	34	City Sub-Division-1
			35	City Sub-Division-2
		Hosapete Rural	36	Hosapete Rural
			37	Kudligi
			38	HagariBommanahalli
			39	Hadagali
Raichur	Raichur	Raichur Urban	40	City Sub-Division-1
			41	City Sub-Division-2
		Raichur Rural	42	Raichur Rural
			43	Manvi
			44	Sirawar
			45	Devadurga
		Sindhanoor	46	Sindhanoor
			47	Maski
			48	Lingasugur



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	Koppala	Koppala	49	Koppala
			50	Munirabad
			51	Yelaburga
		Gangavati	52	Gangavati
			53	Karatagi
			54	Kustagi

The O&M Sub-divisions are further divided into O&M Sections headed by Section Officer. Each O&M Sub-divisions are having four to nine O&M Section offices.

The section offices are the base level offices looking into operation and maintenance of the distribution system in order to provide reliable and quality power supply to GESCOM consumers.

The region is developed in education field and have three no of universities in Gulbarga itself. Also there is university for agricultural sciences in Raichur. The three rivers (Tungabhadra, Bheema, and Krishna) flowing through this region, provide little respite to the farmer's dependence on rain. Dams constructed across Tungabhadra River in Ballari District and Bheema and Krishna River in Kalaburagi District have obviated this dependence to certain extent. Bore wells and open wells run dry during summer. The primary crops cultivated in this area are Paddy, Sugarcane, Pulses, Jawar, Cotton etc.

1.3 Industries and Power Generation

The prestigious Raichur Thermal Power Station (RTPS), Bellary Thermal Power Station (BTPS), Yaramarus Thermal Power Station (YTPS) and the Hydel Power Generation unit at Munirabad which are owned by KPCL and also number of Independent Power Producing units are located in the GESCOM area. The industrial scenario is doted by small and big Steel & Cement, Dal, Sugar and Edible Oil Industries.

1.4 Distribution Network

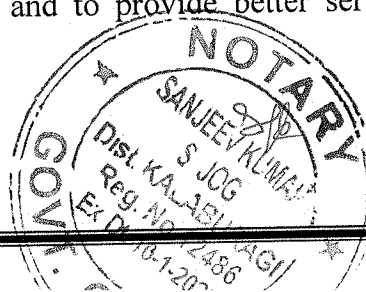
The following statistics provide a brief overview on some of GESCOM's distribution network.

As on **30.09.2021**, the distribution network of the Company comprises of 17 Nos., of 220 kV, **129** Nos., of 110 kV, **28** Nos., of 66 kV and 147 Nos., of 33 kV stations, **2806.53** kms of 33 KV line, **71302.55** R.kms of 11 kV line, **92042.12** R.kms of LT line and **115759** Nos., of Distribution Transformer Centres.

1.5 Human Resource

As on **30.09.2021**, the total working strength of GESCOM is **7204** against the sanctioned posts of **10233**. The Company resorts to outsourcing the very needy & critical services, to tide over the shortage of manpower and to provide better service to the consumers.

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The study of the man power requirement based on the existing job analysis is under way. Emphasis is given on training of the employees on various subjects and fields in order to meet the challenges before it effectively.

1.6 Customer Service

Customer service has been improved in the area of billing significantly after the computerization of the billing system in all the sub-divisions.

1.7 Centralized Customer Care Centre at Kalaburagi

GESCOM has established Centralized Customer Care Centre at Kalaburagi on dated 18.01.2012. Customers can dial the Short Code Toll Free Number 1912 to register their all types of complaints viz.

1) No power supply complaint 2) Line breakdowns 3) Transformer failures 4) Hazardous locations 5) Billing related issues 6) Re-connection after payment of dues etc.

In customer care centre 51 No's of operators and 15 desks are working around the clock in three shifts, this has improved in decrease of call drops and has improved consumer satisfaction.

56 nos of 24X7 vehicles are given to subdivision to address operational constraints and outages. Apart from 1912 for attending fuse off call, internet can be used for lodging complaints regarding interruption of power supply through

Facebook : GescomKalaburagi

Whatsapp : 9480847593

Website : <http://gescompgrs24X7.com> & www.gescom.in , also GESCOM Consumer

App: Urja Mitra App (to be download from play store), PGRS Web site is also available.

Twitter: Address (Gescom official).

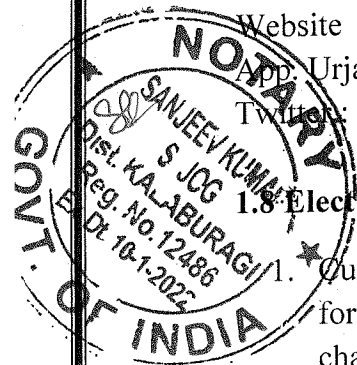
1.8 Electricity Bill payment facility to Consumers:

1. Customers can select the links of the respective GESCOM consumer web portals for payment of their electricity bills on <https://gescom.karnataka.gov.in/>. Further the charges in case of Net Banking mode are fully borne by GESCOM.

2. Consequent to on boarding onto BBPS Platform, our customers can now opt to pay their bills through the Bill-Pay option available through all major banks (around 40 banks/financial Cos) availing the facility provided under BBPS. On an average around 1.5 to 1.8 lakhs transaction are recorded every month.
3. Customers can also avail the payment facility through the mobile Apps such as PayTm, Amazon Pay, Google Pay, Airtel Wallet, Mobikwik etc.
4. Customers can also directly pay through the GoI / NPCI developed payment interface BHIM.
5. Effective from 1st of feb-2019 Customers can choose to pay through debit cards in all the urban area cash counters.
6. Besides the above, customers can pay the bills through GESCOM cash counters, Karnataka One (Gulbarga one, Bidar One, Bellary One, Raichur One etc.,) counters


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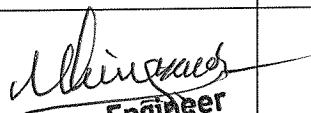
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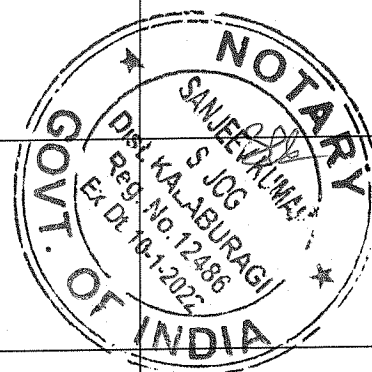


and also all our Gram Vidyut Prathinidhi / Micro Feeder franchisee collect the payments of electricity bills.

GESCOM Services

1. Maintenance of Service Station for immediate attending Fuse of Call/ Breakdowns.
2. Operating 'Soujanya Kendra' at all divisional level to solve consumer grievances.
3. Computerization of Billing System.
4. Engaging GVP's (Gram Vidyut Pratinidhi) in Rural Areas for Billing, Collection, this provides the services at door step.
5. Monitoring of 24 hr continuous power supply to Cities, Towns and Villages.

Online Services	Offline Services	gescomglb.org (wss)	
		Apply Online	Track Online
Online Payments	SMS Gateway	New Connection	View Bill
New Connection Dashboard	Consumer Interaction Meeting (CIM)	Name Change	Consumption History
UrjaMitra Outage Notifications		Pay Bill	New Connection
DTLMS		Consumer Complaints	Name Change
Consumer Complaints		Tariff Change	Load Change
Ipset GIS GESCOM		Load Change	Meter Shifting
Gangakalyan		Meter Shifting	Surrender Installation
Register Complaints		Surrender Installation	Solar Rebate
SAKALA Services		Solar Rebate	
Karnataka Udyog Mitra			
SRTPV Manuals			
EODB			
New Connection Dashboard			
JVS (Fastrack Services)	 Executive Engineer Regulatory Affairs Corporate Office, GESCOM, KALABURAGI		
-New Connection -Name Change -Tariff Change -Load Reduction/Enhancement			
Social Media - Facebook - Twitter - WhatsApp - Email			
CCC -Online/web Service (PGRS) -SMS Mode			



1.9 New 33/11kV Sub-Stations Commissioned:

In the FY 2020-21:

New Sub-Station : 01 No of 33/11 kV sub-station was commissioned

1. Mamadadoddi in Raichur Tq. & Dist.

Augmentation of 33/11kV S/S : 03 Nos were commissioned

By providing additional 5MVA power transformers the details are as follows :

- 1) Malli in Yedrami (Tq.) Kalaburagi Dist.
- 2) Ratkal in Chincholi (Tq.), Kalaburagi Dist.
- 3) Rodalbanda in Lingasugur (Tq.) Raichur Dist. were commissioned.

1.10 In the FY 2021-22:

GESCOM had taken up the work of Establishing 3Nos of 33/11kV Sub-Stations @

- 1) Nelgi in Bhalki (Tq.), Bidar Dist.
- 2) Khashempur in Aurad (Tq.), Bidar Dist.
- 3) Hirebommanal in Koppal (Tq. & Dist.) were awarded on 27.07.2020 & 80% of works are completed & will be commissioned by the end of January-2022.

1.11 LT & HT Category Sales comparison :

Table-3 : Improved metered category billing

Category	FY-21 Sales in MU	FY-20 Sales in MU	Increase/ Decrease	% age increase / decrease.
HT	1251.04	1445.72	-194.68	-13.47%
LT	5751.19	5738.45	12.74	0.22%
Total	7002.23	7184.17	-181.94	-2.53%

The sales under LT category has increased marginally by 12.74 MU, 0.22% during FY-21 as against FY20. The reduction HT sales during FY-21 is due to consumer opting for open access and slowdown in overall economical activities in commerce and Industries segment in FY-21 over FY-20. The industrial consumption is lesser by 194.68 MU compared to previous year consumption. The reason for increase/decrease in sales is as explained in subsequent chapter-3 and 4.

Table-4

Number of Consumers, Sales in MU and Revenue details of GESCOM in FY22 (up to Sept-21) is as follows:

CATEGORY	GESCOM		
	No. of Installations	Sales in MU	Revenue In Crs.
Domestic	2520224	859.86	589.43
Commercial	305410	225.43	231.12

Industrial	72100	617.44	567.34
Agriculture	415073	1723.60	1060.68
Others	87205	364.55	310.38
Total	3400012	3790.88	2758.95

As of now 3400012 number of consumers are availing power supply from GESCOM in various categories.

• **Vigilance Activities.**

GESCOM has taken vigilance activities to curb theft of Electricity. This has aimed at improving the revenue by decreasing theft of energy. Also, vigilance activities were focused on maximizing the booking of theft cases & recovery of penalties. The progress of Vigilance Activities during the financial year (Up to Sept-2021) the Company has booked 9810 cases and penalties to an extent of Rs 17.33 Crores has been levied. Other initiatives like, conducting of Mass raids by vigilance wings are carried out also replacing of MNR meters, regularization of unauthorized connections, mass disconnection drive etc., are also underway.

Table :- 5
Vigilance Activities

PROGRESS OF VIGILANCE ACTIVITIES FOR THE YEAR 2020-21

	Particulars	Level-1	Level-2	Level-3	Level-4	Total
1	Total number of installations inspected	215	319	146178	67753	214465
2	Total number of cases booked	188	186	6682	12062	19118
3	Cognizable cases	97	145	454	5616	6312
4	Back Billed amount in Lakhs	2.76	5.238	36.35	98.94	143
5	Compounding charges (Rs. In Lakhs)	0.83054	0.45	10.2	29.49	41
6	Non cognizable cases	91	41	6227	6446	12805
7	Back Billed amount in Lakhs	6.97	2.94	1287.83	1030.98	2329
8	Total penalty levied CC & NC cases (Rs. In lakhs)	10.56	8.63	1334.38	1159.41	2513

PROGRESS OF VIGILANCE ACTIVITIES FOR THE YEAR 2021-22 (UP TO SEPT-2021)

Sl. No	Particulars	Level-1	Level-2	Level-3	Level-4	Total
1	Total number of installations inspected	550	872	74830	25903	102155
2	Total number of cases booked	550	653	3120	5487	9810
3	Cognizable cases	107	449	175	1394	2125
4	Back Billed amount in Lakhs	7.94	19.86	14.84	90.38	133.02
5	Compounding charges (Rs. In Lakhs)	2.51	6.24	4.57	30	43.32
6	Non cognizable cases	443	204	2945	4093	7685
7	Back Billed amount in Lakhs	81.46	8.51	693.82	773.03	1556.82
8	Total penalty levied CC & NC cases (Rs. In lakhs)	91.91	34.61	713.23	893.41	1733.16

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