

APPENDIX

REVIEW OF COMPLIANCE OF THE DIRECTIVES ISSUED BY THE COMMISSION

The Commission, in its earlier Tariff Orders and communications had issued several directives for compliance by the GESCOM. An analysis of those directives and their compliances, is as under:

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

The Commission had directed that the GESCOM shall ensure that Consumer Interaction Meetings chaired by the Superintending Engineers, are conducted in each O&M sub-division according to a pre-published schedule, at least once in every three months. Further, the consumers shall be invited to such meetings in advance through emails, letters, notices on GESCOM's website, local newspapers etc., to facilitate participation of maximum number of consumers in such meetings. The GESCOM shall ensure that the proceedings of such meetings are recorded and uploaded on its website, for the information of consumers. Compliance in this regard shall be reported once in three months to the Commission, indicating the date, the number of consumers attending such meetings and the status of redressal of their complaints.

If the GESCOM fails to ensure conduct of the Consumer Interaction Meetings as directed, the Commission would consider imposing a penalty of upto Rs one lakh per O&M sub-division per quarter for each instance of non-compliance, and also direct that such penalty shall be recovered from the concerned Superintending Engineer who fails to conduct such meetings.

Compliance by the GESCOM:

The Superintending Engineers along with Executive Engineers of the respective divisions are conducting the Consumer Interaction Meetings by informing the consumers the venue and date for conducting the meetings by giving paper notifications. In such meetings, attempt is being made to solve the grievances then and there and some issues were assured to be completed soon.

Details of Consumers' Interaction Meetings in the O & M sub-divisions for redressal of consumer complaints for the 1st Quarter of FY-18:

Sl. No.	Name of the division	Name of the subdivision/ place of meeting conducted	Meeting conducted date
1	Kalaburagi Division	CSD-1	16.06.2017
2		CSD-2	16.06.2017
3		CSD-3	16.06.2017
4		CSD-4	16.06.2017
5	Kalaburagi Division-1	Afzalpur	13.06.2017
6		Aland	15.06.2017
7		RSD	16.06.2017
8		Kadganchi	17.06.2017
9	Kalaburagi Division-2	Yedrami	21.06.2017
10		Shahabad	22.06.2017
11		Chittapur	23.06.2017
12		Jewargi	24.06.2017
13		Kalagi	24.06.2017
14	Sedam	Sedam	19.06.2017
15		Chincholi	17.06.2017
16	Yadgir	Yadgir	22.07.2016
		Yadgir	22.07.2016
		Yadgir	22.07.2016
		Yadgir	22.07.2016
		Yadgir	23.11.2016
		Yadgir	22.07.2016
17	Gurmitkal	Gurmitkal	22.07.2016
		Gurmitkal	22.07.2016
		Gurmitkal	22.07.2016

		Gurmitkal	18.11.2016
18		Shahapur	08.01.2017
		Shahapur	18.11.2016
19		Bidar	15.02.2017
20	Bidar	Kamthana	15.02.2017
			-
			15.05.2017
			15.02.2017
21		Aurad	24.04.2017
22	Humnabad	Humnabad	15.02.2017
			16.05.2017
			15.05.2017
			18.03.2017
23	MannaEkheili		28.04.2017
			28.04.2017
			28.04.2017
24	Urban Ballari	Urban Ballari	3.05.2017
25	Rural Ballari	RSD Ballari	30.5.17, 18.05.17,
26		Sandur	8.06.2017
27		Siruguppa	4.04.17,13.04.17
28	Urban Hospet	Vijayanagara	3.06.2017
29	Rural Hospet	Kampli	18.05.2017,19.05.2017
30		H.B.Halli	3.05.2017
31		Hadagali	-
32		Kudligi	3.05.2017
33	Koppal	Koppal	12.06.2017
34		Yelaburga	12.06.2017
35	Gangavathi	Gangavathi	30.3.2017
36		Kanakagiri	30.3.2017, 9.3.2017, 24.04.2017
37		Kushtagi	16.04.2017
38	Sindhanur	Sindhanur	-
39		Maski	15.03.2017
40		Lingasugur	1.04.2017
41	Urban Raichur	Urban Raichur	15.05.2017
42	Rural Raichur	RSD Raichur	22.03.2017
43		Devadurga	-
44		Manvi	-

Details of Consumers' Interaction Meetings in the O & M sub-divisions for redressal of consumer complaints for the 2ndQuarter of FY-18:

Sl. No.	Name of the division	Name of the subdivision/place of meeting conducted	Meeting conducted Date/ proposed date
1	City Division Kalaburagi	CSD-1	22.09.2017
		CSD-2	22.09.2017
		CSD-3	22.09.2017
		CSD-4	22.09.2017
2	Kalaburagi Division -1	Urban	23.09.2017
		Aland	23.09.2017
		Afzalpur	23.09.2017
3	Kalaburagi Division -2	Chittapur	23.09.2017
		Kalagi	23.09.2017
		Yedrami	23.09.2017
4	Sedam	Sedam	08.09.2017
		Chincholi	17.06.2017
5	Yadgir	Yadgir	24.06.2017
		Gurmitkal	25.09.2017
		Shahapur	-
		Shorapur	-
		Hunasagi	22.09.2017
6	Bidar	Kamthana	23.09.2017
		Bidar	23.09.2017
		Aurad	23.09.2017
		Balki	23.09.2017
7	Humnabad	Humnabad	23.09.2017
		Basavakalyan	23.09.2017
		Manna-E-khelli	18.09.2017
8	Ballari Rural	Ballari Rural	16.09.2017
		Siruguppa	16.09.2017
		Sandur	16.09.2017
9	Ballari Urban	Ballari Urban -1	16.09.2017
		Ballari Urban-2	16.09.2017
10	Hospet	Rural Hospet	16.09.2017
		Hadagali	16.09.2017
		H.B.Halli	16.09.2017
		Kudligi	16.09.2017
11	Raichur Urban	Raichur-1	16.09.2017

		Raichur-2	16.09.2017
12	Raichur Rural	Raichur Rural	16.09.2017
		Manvi	16.09.2017
		Devadurga	16.09.2017
		Siriwar	20.06.2017 / 16.09.2017
13	Sindhanur	Sindhanur	16.09.2017
		Maski	23.09.2017
		Lingasugur	22.09.2017
14	Gangavathi	Gangavathi	16.09.2017
		Karatagi	16.09.2017
		Kushtagi	16.09.2017
15	Koppal	Koppal	16.09.2017
		Yelaburga	16.09.2017
		Munirabad	16.09.2017

Abstract of the Consumer Interaction Meetings Conducted

Sl. No	Name of the circle	No of Sub-divisions existing	No of subdivision in which consumers' interaction meeting conducted.	No. of complaints received	No. of complaints disposed	CB	No. of consumers attended
1	Gulbarga	20	11	104	19	85	255
2	Bidar	7	7	63	5	58	153
3	Bellary	11	11	47	28	19	89
4	Raichur	9	8	58	17	41	117
5	Koppal	6	5	33	6	27	87
	Total	53	42	305	75	230	701

Commission's Views

The Commission notes that the GESCOM has not covered all the subdivisions while conducting consumer interaction meetings. However, at the same time, it has also not reported any reasons for not conducting consumer interaction meetings in its subdivisions. The action of the GESCOM in not conducting consumer interaction meetings in some of the subdivisions is not acceptable given the fact that the addressing of the grievances of the consumers has to be accorded top priority. The Commission notes with displeasure that the

GESCOM is not serious in conducting the meetings to resolve the complaints as per the directives issued.

Further, the Commission in the KPTCL and ESCOMs' Review Meeting held on 25.10.2017, had directed the ESCOMs to conduct the consumer interaction meetings once in a quarter in the subdivisions chaired by either the Superintending Engineer or the Executive Engineer in order to effectively redress the consumer grievances. If the consumer interaction meetings are not conducted in the subdivisions or if such meetings are held without the participation of the SEs or the EEs, then it will be construed by the Commission that the ESCOMs are not serious in complying with the directives issued by the Commission.

Therefore, the Commission reiterates its directive to the GESCOM to conduct consumer interaction meetings chaired by either jurisdictional SEE or jurisdictional EE once in a quarter, to redress the consumer grievances relating to supply of electricity and submit compliance thereon to the Commission regularly.

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 had directed that the GESCOM to ensure 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. That GESCOM shall implement the directive forthwith and the compliance regarding the same shall be submitted monthly from May, 2017 onwards, to the Commission, regularly.

Compliance by the GESCOM:

The GESCOM has implemented preparation of energy bills on monthly basis by considering 15 minutes' time block period in respect of EHT/HT consumers importing power through power exchange under Open Access in Gulbarga

Zone & Ballari Zone and accounting of bills are being done at division level. Three out of thirteen HT consumers in Gulbarga zone and some of the HT consumers in Ballari zone have opted for open access.

Statement Showing the details of Short Term Open Access Import of Energy through IEX for FY-17

Sl. No.	Firm Name	RR.NO	Contract Demand in KVA	Tariff	Quantum in MW	Oct-16 in MU	Nov-16 in MU	Dec-16 in MU	Jan-17 in MU	Feb-17 in MU	Mar-17 in MU	Total
1	MSPL Halawarthi	EHT-33		HT-2(a)	10.5	3.94	1.58	2.82	3.39	4.45	4.27	20.45
2	ACC Limited Kudiithini Cement Work	EHT-6	15000	HT-2(a)	10	3.92	3.35	3.01	3.39	3.15	3.43	20.25
3	Kirloskar Ferrous Industries limited	MHT-18	9000	HT-2(a)	7.2	7.34	6.84	6.63	8.22	7.61	9.27	45.92
4	Praxair India Private Limited	MHT-34	14000	HT-2(a)	14	2.86	2.39	2.61	2.25	2.35	2.97	15.42
5	Ultra Tech Cement Limited	MHT-42	9000	HT-2(a)	8.7	1.14	1.26	1.18	1.15	0.48	1.11	6.32
6	HRG Alloys & Steel Private Limited	MHT-70	10000	HT-2(a)	9	1.40	1.12	2.85	2.11	3.44	3.39	14.31
7	SLR Metaliks Limited	LKEHT-11	5000	HT-2(a)	15	0.46	0.54	0.48	0.28	0.34	0.43	2.53
8	JSW Steel Ltd, Booster Pump	EHT-34	3750	HT-2(a)	3.4	0.47	0.16		0.63			1.26
9	JSW Steel Ltd	EHT-33	2000	HT-2(a)	1.6	0.30	0.10		0.35			0.75
10	VRKP Sponge & Power Plant LLP	EHT-10	4500	HT-2(a)	4.5		0.09	0.27	0.64	0.80	0.69	2.50
11	Orient Cement Ltd.	CHPEHT-10	30000	HT-2(a)	10				0.56		1.33	1.90
12	Kalyani Steel Limited	MHT-20	23000	HT-2(a)	7					0.63	2.05	2.68
13	Ugar Sugars Work									0.06	0.08	0.14
	Total					21.85	17.42	19.86	22.96	23.31	29.03	134.44

Statement Showing the details of Short Term Open Access Import Energy through IEX for FY-18

Sl. No.	Firm Name	RR. No.	Contract Demand	Tariff	Quantum in MW	Apr-17 in MU	May-17 in MU	June-17 in MU	July-17 in MU	Aug-17 in MU	Sept-17 in MU	Oct-17 in MU	Nov-17 in MU
1	M/s MSPL Halawarhi	EHT-33		HT-2(a)	10.5	1.58	0.28	2.89	4.38	3.10	3.55	2.70	1.95
2	M/s ACC Limited, Wadi Cement Work Wadi	WDHT-2	20000	HT-2(a)	17						0.89		0.24
3	M/s ACC Limited Kudiithini Cement Work Bellary	EHT-6	12000	HT-2(a)	10	2.78	2.72	2.91	2.96	2.07	1.05	1.33	1.95
4	M/s Kirloskar Ferrous Industries limited	MHT-18	9000	HT-2(a)	7.2	8.89	8.78	9.65	8.88	6.59	5.88	6.03	8.26
5	M/s Praxair India Private Limited	MHT-34	14000	HT-2(a)	14	4.61	4.47	4.65	3.94	3.83	0.71	1.00	1.79
6	M/s Ultra Tech Cement Limited	MHT-42	9000	HT-2(a)	8.7	1.30	1.18	1.02	0.28			0.36	0.88
7	M/s HRG Alloys & Steel Private Limited	MHT-70	10000	HT-2(a)	9	4.20	5.40	3.35	4.16	3.74	2.64	2.43	2.44
8	M/s SLR Metaliks Limited	LKEHT-11	5000	HT-2(a)	15	1.47	3.02	2.93	5.70	6.29	5.05	5.07	4.13
9	M/s JSW Steel Ltd. Booster Pump	EHT-34	3750	HT-2(a)	3.4			0.76	1.20	0.57	0.82	1.07	1.56
10	M/s JSW Steel Ltd. Booster Pump house (11KV)	VDHT-33	2000	HT-2(a)	1.6			0.46	0.69	0.28	0.44	0.63	0.91
11	M/s VRKP Sponge & Power Plant LLP	EHT-10	4500	HT-2(a)	4.5	0.69	0.86	0.51	0.12				
12	M/s Orient Cement Ltd.	CHPEHT-10	30000	HT-2(a)	10	1.90			1.34	2.44	2.73	4.13	
13	M/s Kalyani Steel Limited, Koppal	MHT-20	23000	HT-2(a)	7	2.15	2.08	4.59	4.95	4.61	3.66	3.50	4.22
14	M/s Ugar Sugars Work-Gulbarga						0.07		0.08				
15	M/s Raichem medicare Ltd.(33KV) M/s Shilpa Medicare Ltd.(33KV)	HTRR-84	23000	HT-2(a)	1.12			0.06	0.38	0.49	0.31	0.29	0.39

17	M/s Mukund Limited, Ginigera, Koppal (220KV)	MHT-62	23000	HT-2(a)	3								0.62
18	M/s Hutti Gold Mines Company Ltd. (110KV)	HEHT-1	13450	HT-2(a)	12								
	Total					29.56	28.85	33.78	39.64	34.85	28.30	29.12	30.09

Commission's Views

The Commission notes that the GESCOM has complied with the directive by initiating preparation of energy bills on monthly basis considering the 15 minute's time block period in respect of EHT/HT consumers importing power through power exchange under Open Access from October 2016 onwards. However, it has not furnished the details of energy scheduled and the quantum of energy being benefited to the GESCOM. But, it is a fact as seen from the compliance of the other ESCOMs that consequent to the introduction of 15 minute's billing, has in fact resulted in significant quantum of energy ranging from 0.63 MU to 15.32 MU per month being billed to the open access consumer ensuring 100 per cent billing of the scheduled units, vindicating the stand taken by the Commission in directing the ESCOMs to prepare monthly HT/EHT consumer bills on 15 minute's time block period to prevent revenue loss to GESCOM by consumers who took advantage of its laxity in enforcing correct billing.

The GESCOM is required to adhere to the directive and submit regularly month-wise details of number of open access consumers, open access units scheduled/consumed and illegally banked energy if any.

The Commission reiterates its directive that the GESCOM shall continue to bill the EHT/HT consumers importing power through power exchanges under open access and submit quarterly compliance thereon, regularly to the Commission.

3. Directive on Energy Conservation:

The Commission had that the directed the ESCOMs shall service all the new installations only after ensuring that the BEE ***** (Bureau of Energy Efficiency five-star rating) rated Air Conditioners, Fans, Refrigerators, etc., are being installed in the applicant consumers' premises.

Similarly, ESCOMs were directed to ensure that all new streetlight/high mast installations including extensions made to the existing streetlight circuits shall be serviced only with LED lamps/energy efficient lamps like induction lamps.

Further, the Commission had directed the ESCOMs to take up programmes to educate all the existing domestic, commercial and industrial consumers, through media and distribution of pamphlets along with monthly bills, regarding the benefits of using five-star rated equipment certified by the Bureau of Energy Efficiency in reduction of their monthly electricity bills and conservation of precious energy.

Compliance by the GESCOM:

As per the directive of the Commission on energy conservation, the GESCOM has taken action to service all the new installations only after ensuring that the BEE ***** (Bureau of Energy Efficiency five-star rating) rated Air conditions, Fans, Refrigerators, etc., are being installed in the consumer's premises. Further, as part of energy conservation, the GESCOM has implemented Hosabelaku programme distributing 9W bulbs and 20W tube lights and 20W fans through M/s. EESL.

Further, the GESCOM has conducted awareness programme among all the existing domestic commercial & industrial consumer regarding the benefits of using five star rated equipment certified by the Bureau of Energy Efficiency in reduction of their monthly electricity bills and conservations of precious energy during consumer interaction meeting at subdivision levels and duly distributing the pamphlets, through print / digital media and in the monthly electricity bills.

Commission's Views:

The Commission notes that the GESCOM has not submitted the compliance regularly on implementation of the directive. It is also observed from the GESCOM's compliance that it has not provided details of progress achieved in the field but merely stated without much elaboration that it has taken action to ensure use of BEE five-star rated energy efficient appliances, in the field. The GESCOM should take effective steps in the field to ensure service to all new installations only with BEE five-star rated Air Conditioners, Fans, Refrigerators, etc., in the consumers' premises. Also, the GESCOM should focus on effective implementation of this directive by periodically reviewing the progress/status of implementation by its field officers and take corrective action wherever required.

Further, it is also important that the GESCOM draws up a continuous awareness programme to educate the consumers about the benefits of using the energy efficient appliances in their premises and ensure increase in use of energy efficient appliances.

The Commission reiterates that the GESCOM shall service all the new installations only after ensuring that the BEE *** (Bureau of Energy Efficiency five-star rating) rated Air Conditioners, Fans, Refrigerators, etc., are being installed in the applicant consumers' premises and the compliance thereon shall be reported to the Commission once in a quarter regularly.**

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

The Directive issued was as follows:

"The GESCOM is directed to strictly implement the specified Standards of Performance while rendering services related to supply of power as per the KERC (Licensee's Standards of Performance) Regulations, 2004. Further, the GESCOM is directed to display prominently both in Kannada and English the details of various critical services such as replacing the failed transformers, attending to fuse off call / line breakdown complaints, arranging new

services, change of faulty energy meters, reconnection of power supply, etc., rendered by it as per Schedule-1 of the KERC (Licensee's Standards of Performance) Regulations, 2004 and Annexure-1 of the KERC (Consumer Complaints Handling Procedure) Regulations, 2004, on the notice boards in all the O & M sections and O & M sub-divisions in its jurisdiction for the information of consumers as per the following format:

Nature of Service	Standards of performance (indicative minimum time limit for rendering services)	Primary responsibility centers where to lodge complaint	Next higher Authority	Amount payable to affected consumer
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The GESCOM shall implement the above directives within one month from the date of this order and report compliance to the Commission regarding the implementation of the directives."

Compliance by the GESCOM:

The GESCOM has displayed the details of specified standards of performance on the boards/notice boards in all its O&M sections and sub-divisions for the information of the consumers and also hosted in GESCOM's Website.

The GESCOM has conducted interaction meetings regularly and educated the consumers about provisions of the standards of performance. The compliance on the above is submitted to the commission, regularly.

Details of SoP parameters displayed in the sub-divisions and sections as on September 2017 are as below:

O&M Subdivisions				O&M Sections			
Total subdivisions	No. of sub-divisions where SoP parameters have been displayed	Balance	Likely date of completion	Total Sections	No. of sections where SoP parameters have been displayed	Balance	Likely date of completion
53	53	0	-	245	245	0	-

Monitoring of Overall Performance Standards Relating to Distribution and Supply of Power for the month of April to Sept. 2017									
Sl. No.	Nature of Service	Standards of Performance (Maximum time limit for rendering service)	Number of Cases pending at the beginning of the month	Number of Cases received during the month	Total	Cases attended to within the Time limit prescribed in the Regulation	Cases attended to beyond the Time limit prescribed in the Regulation	Balance at the end of the month	Reasons for the delay in attending the cases
1	Normal Fuse Off								
	Cities & Towns	Within 6 Hrs	2	89881	89883	87692	2191	0	
	Rural Areas	Within 24 Hrs	7	78697	78704	76538	2166	0	
2	Line Break downs								
	Cities & Towns	Within 6 Hrs (10 hrs if poles are broken down)	20	2154	2174	2068	109	0	
	Rural Areas	Within 24 Hrs (in all cases)	17	4268	4285	4009	276	0	
3	Distribution Transformer failure								
	Cities & Towns	Within 24 Hrs	52	1073	1125	1017	50	9	
	Rural Areas	Within 72 Hrs	195	5841	6036	5359	530	50	
4	Period of Scheduled Outages								
	Maximum duration in single stretch Restoration of supply	Not to exceed 12 hrs By 6 PM on any day	0	91	91	85	6	0	
5	Voltages variations								
	Where no expansion or enhancement of network is involved	Within 7 days	5	808	813	804	7	2	Fault could not traced within time
	Where up gradation or distribution system is required	Within 120 days	3	297	300	279	21	0	

	Opening of neutral and neutral voltage exceeding 2% of supply voltage	Within 6 Hrs. in cities	1	368	369	369	0	0	
		within 24 hrs. in Rural areas	0	455	455	449	6	0	
	Meter Complaints								
	Inspect and check correctness	Within 7 days	93	5471	5564	5483	54	27	
	Replace slow creeping or stuck meters	Within 10 days	67	1124	1191	1134	52	5	
6	Replace burnt meters if cause not attributable to consumer	Within 7 days of receipt of complaint	616	1091	1707	1073	16	618	
	Replace burnt meter in all other cases	Within 24 hrs. of payment of charges by consumer	56	890	946	892	34	20	
	Application for new connection /additional load								
7	Release of supply where service is feasible from existing network	Within one month	9477	40716	50193	39202	346	10621	1. Due to data migration by M/s Infosys, applications not processed and have been pending due to non-observance of formalities by applicants. 2. WAMS : a)In field activity GIS mapping consumes lot of time for opening of GIS mapping net connection due to server problem b)

									After furnishing side RR No. Pole ID the system will not accept the proposals. (side RR No pole ID) II. under CCB 1) after furnishing payment details meter procurement letter will be generated on the basis of letter, the installation will be serviced and FNO like Deposit not paid.
	Release of supply where network expansion/enhancement required for providing connection	As specified by KERC (Duty of the Licensee to supply electricity on request)Regulations 2004	81	878	959	905	7	47	Deposit not paid work is being carried out as per the seniority & availability of line materials
	IP Sets	Within 30 days after attaining seniority (The number of new connections shall be limited to the target fixed in the year)	418	2795	3213	2626	72	515	
8	Erection of Sub-station	NA	1	2	3	2	1	0	
9	Transfer of ownership & conversion of service	Within 7 days of receipt of application	22	1283	1305	1167	6	132	After payment of charges within30 days complaint will be attend
10	Conversion of LT single phase to LT three phase Conversion from LT to HT and vice-versa	Within 30 days from the date of payment of charges	2	269	271	259	1	11	

	Resolution of complaints on consumer's Bills								
11	If no additional information is required	Within 24 Hrs of receipt of complaint	23	23578	23601	21411	2190	0	Due to insufficient/wrong data
	If additional information is required	Within 7 days of receipt of complaint	9	3715	3724	3048	672	4	
	Reconnection of supply following disconnection								
12	Towns and cities	On the same day of receipt of request	10941	194580	205521	136189	4099	65233	After payment of bill within 24Hrs power supply given.
	Rural Areas	Within 24 hrs of receipt of payment from consumer	9783	159820	169603	149998	12275	7330	
	Payment of solatium in cases of electric accidents								
13	Cases where it is established beyond doubt that the accident is not due to the fault of the victim	Within 7 days without waiting for report from Chief Electrical Inspector to Govt.(CEIG)	1	5	6	2	0	4	Documents not submitted by owner of the animal
	In other cases	Within 30 days after receipt of report from CEIG	2	0	2	0	1	1	work is in process
14	Refund of Deposits	Within 60 days receipt of request	0	3	3	3	0	0	
15	Issue of certificates	On the same day of receipt of request	1670	1770	3440	3440	0	0	

Commission's Views:

The Commission while noting the compliance submitted by the GESCOM, reiterates that it shall adhere to the specified standards of performance in

rendering services to consumers in a time bound manner. As can be seen, it has not adhered to the standards of performance in respect of many parameters. This indicates that there is lack of effective supervision over the functioning of field offices especially in rendering services relating to supply of power to the consumers.

The Commission directs the GESCOM to ensure adequate supervision over the functioning of field offices particularly in rendering services to the consumers adhering to the standards of performance.

The Commission reiterates that the GESCOM shall continue to strictly implement the SoP as per the time frame, while rendering services related to supply of electricity, as per the KERC (Licensee's Standards of Performance) Regulations, 2004. For this purpose, the SEEs and the EEs during their inspections to the sub-divisions, shall ensure that this directive is being complied without any let up. The compliance in this regard shall be submitted once in a quarter to the Commission regularly.

5. Directive on use of safety gear by linemen:

The directive issued is as follows:

The Commission directs the GESCOM to ensure that all the linemen in its jurisdiction are provided with proper and adequate safety gear and also ensure that the linemen use such safety gear provided while working on the network. The GESCOM should sensitise the linemen about the need for adoption of safety aspects in their work through suitably designed training and awareness programmes. The GESCOM is also directed to device suitable reporting system on the use of safety gear and mandate supervisory/higher officers to regularly cross check the compliance by the linemen and take disciplinary action on the concerned if violations are noticed. The GESCOM shall implement this directive within one month from the date of this order and submit compliance report to the Commission.

Compliance by the GESCOM:

The GESCOM has provided safety gadgets to existing 2000 linemen staff working in the field and also action is taken to procure the same to newly recruited 1491 linemen.

The GESCOM is monitoring the use of safety gear by linemen and the supervisory / higher officers are regularly cross checking the use of safety gadgets by linemen. The safety gadgets will be provided to remaining 1491 linemen tentatively by March, 2018. Further, the GESCOM is imparting the training to all the linemen and others staff regularly under various mandatory technical training programmes about safety aspects. The compliance on the above directives is being submitted to the Commission once in a quarter regularly:

Total number of linemen working	No. of linemen provided with safety gear already	No. of linemen yet to be provided with safety gear	Likely date of providing safety gear to all Linemen
3491	2000	1491	Hand gloves & Tool Kits will be provided by January 2017

The details of training imparted to existing and the newly recruited linemen staff to adopt safety aspects in their work are indicated below:

Sl. No.	Year	Total No., of lineman	No. of linemen underwent training	Balance to be trained
1	2015-16	1124	953	171
2	2016-17	1271+171=1442	538	904

Commission's Views:

The Commission notes that it is important that the GESCOM should focus on safety aspects to reduce and minimize the electrical accidents occurring due to sheer negligence and non-adherence of safety procedures by the field staff, while working on the distribution network. Further, it is noted the GESCOM has already issued required safety gear to its existing linemen and also taken necessary action to providing safety gear to its newly recruited

linemen. In addition to provide the safety gear, the GESCOM should ensure that the linemen use the safety gear while working on the distribution network. Further, the linemen should be given training on adherence to safety aspects, so that it becomes part of their routine.

The Commission reiterates its directive that the GESCOM shall ensure that, all the linemen in its jurisdiction are provided with proper and adequate safety gear and that they use such safety gear while working on the network. The compliance in this regard shall be submitted once in a quarter to the Commission regularly.

6. Directive on providing Timer Switches to Streetlights by the ESCOMs

The directive issued was as follows:

“The Commission directs the GESCOM to install timer switches using own funds to all the streetlight installations in its jurisdiction wherever the local bodies have not provided the same and later recover the cost from them. The GESCOM shall also take up periodical inspection of timer switches installed and ensure that they are in working conditions. They shall undertake necessary repairs / replacement work, if required and later recover the cost from the local bodies. The compliance regarding the progress of installation of timer switches to streetlight installations shall be reported to the Commission within three months of the issue of the Order.”

Compliance by the GESCOM:

The GESCOM has conducted a meeting with the urban local bodies on 22.10.2016 regarding providing timer switches to all streetlight control points. The local bodies have also agreed to take up the work under DCW/self-execution basis. All the field officers of GESCOM were instructed to prepare the estimates and submit the same to division office for sanction. The division officers in consultation with local bodies are taking up the works.

In Gulbarga City, the CMC have taken up work under self-execution in three phases. In first phase 497 streetlight control points are provided with timer

switches. In second phase 340 timer switches will be provided and in third phase tender is in process for procurement of 750 timer switches.

Commission's Views:

The Commission observes from its compliance that, the GESCOM has not continued to engage local bodies to convince them to install timer switches to the streetlight installations at their cost, as the meeting with them was reportedly conducted long back that too on 22.10.2016. It is strange that the GESCOM did not bother to initiate discussions with the local authorities to persuade them to install timer switches during FY17. This is undoubtedly a negligent attitude on the part of the GESCOM and this inaction by it has resulted in wastage of electricity by indiscriminate use of streetlights in its jurisdiction, during the day time.

Further, it is noted that progress made to install the timer switches by the GESCOM at its cost initially and to subsequently recover the cost from the concerned local bodies encouraging and GESCOM has done very little in pursuing the matter and it is high time that it overcomes the tardiness shown till now. Further, the GESCOM is directed to take up this issue with the concerned local bodies and continue to follow it up with them to install timer switches at their cost duly availing funds / grants received from the Government and other agencies for such programmes.

The Commission reiterates that the GESCOM shall ensure that, all 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.

7. Directive on Load Shedding:

The Commission had directed that:

- (1) Load shedding required for planned maintenance of transmission / distribution networks should be notified in daily newspapers at least 24 hours in advance for the information of consumers.

- (2) The ESCOMs shall on a daily basis estimate the hourly requirement of power for each sub-station in their jurisdiction based on the seasonal conditions and other factors affecting demand.
- (3) Any likelihood of shortfall in the availability during the course of the day should be anticipated and the quantum of load shedding should be estimated in advance. Specific sub-stations and feeders should be identified for load shedding for the minimum required period with due intimation to the concerned sub-divisions and sub-stations.
- (4) The likelihood of interruption in power supply with time and duration of such interruption may be intimated to consumers through SMS and other means.
- (5) Where load shedding has to be resorted due to unforeseen reduction in the availability of power, or for other reasons, consumers may be informed of the likely time of restoration of supply through SMS and other means.
- (6) Load shedding should be carried out in different sub-stations / feeders to avoid frequent load shedding affecting the same sub-stations feeders.
- (7) The ESCOMs should review the availability of power with respect to the projected demand for every month in the last week of the previous month and forecast any unavoidable load shedding after consulting other ESCOMs in the State about the possibility of inter-ESCOM load adjustment during the month.
- (8) The ESCOMs shall submit to the KERC their projections of availability and demand for power and any unavoidable load shedding for every succeeding month in the last week of the preceding month for approval.
- (9) The ESCOMs shall also propose specific measures for minimizing load shedding by spot purchase of power in the power exchanges or bridging the gap by other means.
- (10) The ESCOMs shall submit to the Commission sub-station wise and feeder wise data on interruptions in power supply every month before the 5th day of the succeeding month.

The Commission had directed that the ESCOMs shall make every effort to minimize inconvenience to consumers by strictly complying with the above directions. The Commission will review the compliance of the directions on a monthly basis for appropriate orders.

Compliance by the GESCOM:

1. During planned works, the GESCOM is intimating the affected consumers regarding load shedding well in advance through newspapers.
2. The GESCOM is submitting 15 minutes' block week ahead requirement of power and energy for one week to the SLDC. Also, submitting daily the block-wise day ahead requirement of power based on seasonal condition and other factor affecting the demand to the SLDC through e-mail. In turn, every day the SLDC will issue availability of power and energy one day in advance for GESCOM. Accordingly re-scheduling of power and energy will be done at 220KV sub-station level.
3. Whenever there is loss of generation, SLDC will intimate GESCOM for restricting the load. Accordingly, GESCOM will restrict the load based on real time schedule given by the SLDC. The load will be restricted based on the 220 kV substation-wise percentage of allocation chart and by communicating all the substations and the concerned Nodal Officers for proper monitoring of power supply timings in batches with intimation to the concerned sub-division officers to avoid the repeated load shedding of the same sub-station/ feeder.
4. Whenever advance intimation received by the SLDC regarding generation loss, in that case information will be given to the high yielding consumers such as HT& EHT installations.
5. The GESCOM has already collected 92 per cent of the mobile numbers of the consumer to provide SMS on load shedding.

As per the requirement of URJAMITRA application, which was developed by Central Govt to provide the information to the consumers on load shedding, generation of unique IDs to the feeders is in progress.

6. GESCOM is forecasting the demand for every month in the last week of previous month as per the Commission's directions to avoid un scheduled load shedding.
7. GESCOM has requested CEE SLDC vide letter No GESCOM/CEE(CP)/SEE(MRT-LDC)AEE-1/2017-18/42019-23 dated 21-11-2017 to intimate availability of power for GESCOM for every succeeding month in the last week of preceding month for planning better load management and to avoid load shedding. Further course of action is being taken accordingly.
8. The GESCOM is submitting feeder-wise interruption details such as number of interruptions and duration of scheduled and unscheduled interruptions to the Commission every month (PQM-1 {a}, {b} and {c}).
9. The GESCOM is taking all possible measures, based on real time schedule allocation by the SLDC to minimize inconvenience to the consumers and to improve the quality and reliability of power supply.

Commission's Views:

The Commission notes that the progress made in this regard is not satisfactory and no action has been taken to put in place a proper system to provide information to the consumers through SMS regarding the schedule of load shedding. There is no change in the status as compared to the previous year. The Commission notes with displeasure that the GESCOM has not effectively and satisfactorily complied with the directive on load shedding. The GESCOM shall expedite development of necessary software application and complete the process required to inform consumers through SMS regarding both scheduled and un-scheduled load shedding in case of system constraints such as breakdowns of lines/equipment, maintenance etc., This would

undoubtedly address the “consumers’ dissatisfaction” on this issue and prevent inconvenience/disruption caused to industrial consumers.

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

8. Directive on Establishing a 24X7 Fully Equipped Centralized Consumer Service Center for Redressal of Consumer Complaints:

The directive was as below:

“The GESCOM is directed to put in place a fully equipped centralized 24x7 Consumer Service Center at its Headquarters with state of the art facility/ system for receiving consumer complaints and monitoring their redressal so that the electricity consumers in its area of supply are able to seek and obtain timely and efficient services / redressal in the matter of their grievances. Such a Service Center shall have adequate number of desk operators in each shift so that consumers across the jurisdiction of the GESCOM are able to lodge their complaints directly with this Centre.

Every complaint shall be received on a helpline telephone number by the desk operator and registered with a docket number which shall be intimated to the Consumer. Thereafter, the complaints shall be transferred online / communicated to the concerned field staff for resolving the same. The concerned O&M / local service station staff shall visit the complainant's premises / fault location at the earliest to attend to the complaints and then inform the Centralized Service Centre that the complaint is attended. In turn, the call centre shall call the complainant and confirm with him whether the complaint has been attended to. The complaints shall be closed only after receiving consumer's / complainant's confirmation. Such a system should also generate daily reports indicating the number / nature of complaints received, complaints attended, complaints pending and reasons for not attending to the complaints.

The GESCOM shall publish the details of the complaint handling procedure Mechanism with contact numbers in the local media periodically for the information of the consumers. The compliance of the action taken in the matter shall be submitted to the Commission within two months from the date of this Order.

Further, the Commission directs the GESCOM to establish/strengthen 24x7 service stations, equipping them with separate vehicles & adequate line crew, safety kits and maintenance materials at all its sub-divisions including rural areas for effective redressal of consumer complaints".

Compliance by the GESCOM:

A 24X7 fully equipped Customer Care Centre (CCC) was established on 18.01.2012 with a Toll Free number 1800-425-58585 in the Corporate Office premises, with all the necessary infrastructures for registering the complaints on fuse off call, billing problems, transformer failure, power supply failure etc. by the consumers.

Mapping of short code '1912' to Toll Free No-1800-425-58585 has been successfully implemented from 01.09.2016.

The Public Grievance Redressal Service (PGRS) system has been implemented in the CCC from 13-08-2017.

The GESCOM is properly monitoring the consumer complaints in its area of supply so as to ensure that the consumers are able to seek and obtain timely and efficient services/redressal in the matter of consumer grievances. The Centralized Consumer Service Centre is having adequate number of desk operators in each shift so that the consumers across the jurisdiction of GESCOM are able to lodge their complaints directly with the Centre . Every complaint is receiving on a Helpline Telephone number by the desk operator and registered with a docket number which will be intimated to the consumer. Thereafter, complaint will be transferred online/ communicated to the concerned field staff for resolving the same. The concerned O&M/local

service station staff will visit the complainant's premises/ fault location at the earliest to attend to the complaints and then inform the Centralized Service Centre that the complaint is attended. In turn, the call centre will call complainant and confirm whether the complaint has been attended. The complaint will be closed only after receiving consumers/ complainant's confirmation. The system in CCC will generate daily reports indicating the number/nature of complaints received, complaints attended, complaints pending and reasons for not attending to the complaints.

The GESCOM is publishing the details of the complaints handling procedure mechanism with contact numbers in the local media periodically for the information of the consumers.

The following is the details of calls received and answered/ complaints registered and attended at the centralized Customer Care Centre from April to September - 2017:

Sl. No	Month	No of calls received & answered	No of complaints registered	No of complaints attended	No of complaints pending
1	Apr-17	49826	2476	2476	Nil
2	May-17	55536	3236	3236	Nil
3	Jun-17	60085	3227	3227	Nil
4	Jul-17	59541	3431	3431	Nil
5	Aug-17	60855	2616	2616	Nil
6	Sep-17	82275	3093	3093	Nil
	Total	368118	18079	18079	Nil

Commission's Views:

The Commission while noting that the GESCOM has established the necessary infrastructure for effective redressal of consumer complaints directs GESCOM that it should continue its efforts in further improving the delivery of consumer services especially in reducing time required for resolving consumer complaints which on breakdowns of lines/equipment, failure of transformers etc., which resulting in interruptions in power supply should be given prompt and effective response. It is also imperative that necessary steps are taken to

continuously sensitize field-staff about efficient handling of consumer complaints apart from improving their general efficiency.

The Commission observes that the GESCOM has not submitted its compliance on establishing service stations at all the subdivisions and to strengthen the existing service stations. In this regard, the GESCOM is directed to establish 24x7 fully equipped service stations at all the subdivisions for effective redressal of consumer complaints related to supply of electricity. In addition to this, GESCOM should take steps to continuously sensitize its field staff to update their skill levels for discharging their work efficiently.

The Commission reiterates its directive to the GESCOM to publish the complaint handling procedures / contact number of the centralized Consumer Service Centre in the local media and other modes periodically for the information of the public and ensure that all the complaints of consumers are registered only through the centralized Consumer Service Centre for proper monitoring of disposal of complaints registered.

The compliance report in this regard shall be furnished to the Commission regularly, once in a quarter.

9. Directive on Energy Audit:

The Commission had directed all the ESCOMs to prepare a metering plan for energy audit to measure the energy received in each of the interface points and to account for the energy sales. The Commission had also directed the GESCOM to conduct energy audit and chalk out an Action Plan to reduce distribution losses to a maximum of 15 per cent in towns/ cities having a population of over 50,000 wherever it was above this level.

The Commission had earlier directed the ESCOMs to complete installation of meters at the DTCs by 31st December, 2010. In this regard, the ESCOMs were required to furnish to the Commission the following information on a monthly basis:

- a) Number of DTCs existing in the Company.
- b) Number of DTCs already metered.

- c) Number of DTCs yet to be metered.
d) Time bound monthly programme for completion of work.

Compliance by the GESCOM:

The GESCOM has initiated various measures for metering of DTCs and conducting energy audit at DTC level.

Details of DTC meters and energy audit carried out is as hereunder.

Sl. No	Particulars	Progress as on 30.09.2017
1	Number of DTCs existing in the company	89,436
2	Number of DTCs already metered	68,102
3	Number of DTCs yet to be metered	21,334
4	Time bound monthly programme for completion.	March 2018

34,535 DTCs' energy audit is being conducted by M/s Omnigate agency in rural O&M sections. Annexure from April 2016 to March 2017 and April to November 2017 is enclosed for ready reference.

For carrying out energy audit of 33,567 metered DTCs in 21 towns and cities, M/s Analogy and AMT tech agencies are entrusted to fix modems. Further, the software provided by Infosys is generating erroneous report due to improper tagging and the same will be reconciled.

Details of average 33kV line loss in GESCOM.

Sl. No	C&M division	Name of 33 kV feeder (name of 110 kV MUSS)	Conductor used	Length of Line	Sending end energy at 110 kV MUSS in kWh	Receiving end energy in kWh	Losses in kWh	% age loss
1	Kalaburagi	33 kV Azadpur (North 110 kV MUSS)	Coyote	13	19550000	19350000	200000	1.02
2	Kalaburagi	33 kV Jambaga (North MUSS)	Coyote	14	4060000	4030000	30000	0.74
5	Kalaburagi	33 kV Mannur (Karajagi 110 kV MUSS)	Coyote	10	4550000	4470000	80000	1.76

6	Kalaburagi	33 kV Udchan (Karajagi 110 kV MUSS)	Coyote	8	8740000	8670000	70000	0.80
7	Kalaburagi	33 kV Tadkal (Aland 110 kV MUSS)	Coyote	16	3390000	3330000	60000	1.77
8	Kalaburagi	33 kV V.K.Salgar (Mahagaon 110KV MUSS)	Coyote	22	6410000	6340000	70000	1.09
9	Kalaburagi	33 kV Khajuri (Aland 110 kV MUSS)	Coyote	16	6820000	6650000	170000	2.49
10	Kalaburagi	33 kV Nimbarga (Madiyal 110 kV MUSS)	Coyote	11	3910000	3830000	80000	2.05
11	Kalaburagi	33 kV Sarsamba (Aland 110 kV.MUSS)	Coyote	25	6730000	6660000	70000	1.04
12	Kalaburagi	33 kV Nelogi (Mandewal 110 kV MUSS)	Coyote	10	5549400	5468800	80600	1.45
13	Kalaburagi	33 kV Bilwara (Jewargi 110 kV MUSS)	Coyote+rab bit (10km)	31	5306640	5217810	88830	1.67
14	Kalaburagi	33 kV Miriyan (110 kV Chincholli MUSS)	Coyote	18	5910200	5854300	55900	0.95
15	Kalaburagi	33 kV Chimanchoda (110 kV Chincholli MUSS)	Coyote	40	4812800	4789200	23600	0.49
16	Kalaburagi	33 kV Mudhol (220 kV Sedam MUSS)	Coyote	22	7970400	7921400	49000	0.61
19	Kalaburagi	33 kV Balichakra (110/33/11 kV MUSS Yadgir)	Coyote	30	8949200	8817060	132140	1.48
20	Kalaburagi	33 kV Wadegera (110/33/11 kV MUSS Wadegera)	Coyote	8	12032800	2763160	3364440	1.39
21	Kalaburagi	33 kV Bendegumbli (110/33/11 kV MUSS Wadegera)	Coyote	15		5905200		
22	Kalaburagi	33 kV Sagara (110/33/11 kV MUSS Shahapur)	Coyote	16	3629000	3494990	134010	1.04
23	Kalaburagi	33 kV Gogi (110/33/11 kV MUSS Shahapur)	Coyote	12	6927000	6148500	778500	1.13
28	Kalaburagi	33 kV Tippanatigi (110/33/11 kV MUSS Shorapura)	Coyote	15	4726400	4642635	83765	1.77

29	Raichur	33 kV yargera(from 220kv raichur to yargera tap to 33 kV kalmala SS and 33kV Idapanur SS)	Coyote & Rabbit	47.48	23764200	23761319	2881	1.21%
30	Raichur	33 kV Jawahar nagar (From 110 kV APMC to Jawahar nagara tap to 33 kV Chandrabanda)	Coyote	21.65	21395000	21392779	2221	1.04%
31	Raichur	33 kV Yappaladinni(from 220 kV raichur)	Coyote	42.52	15221760	15219679	2081	1.37%
32	Raichur	33 kV Gillesguru(from 110 kV Kurdi Cross)	Coyote	30	8706000	8705118	882	1.01%
33	Raichur	33kv kopper(from 110/33/11 kV Devadurga SS)	Coyote	18	4719400	4718880	520	1.10%
34	Raichur	33 kV Arkerera (from 110/33/11 kV Devadurga to Arkerera tap to Irabgera)	Coyote	57	12844400	12843103	1297	1.01%
35	Raichur	33 kV Jalahalli (from 110/33/11 kV Devadurga to Jalahalli tap to Gandhal SS)	Coyote	29.65	8647200	8646263	937	1.08%
36	Raichur	33 kV Naglapura (from 110/33/11kv Mudugal SS)	Coyote	14	8391298	8390327	971	1.16%
37	Raichur	33 kV Bayyapura (from 220/110/33/11 kV Lingasaguru to Bayyapura tap to Mavinbaavi)	Coyote	28	12294752	12293309	1443	1.17%
38	Raichur	33 kV Roadalbanda (from 220/110/33/11 kV Lingasaguru to Roadalbanda tap to Eachanal SS)	Coyote	23.5	13625252	13623596	1656	1.22%
39	Raichur	33kv Gorebal (from 110/33/11 kV Sindhanur)	Coyote	14	10338800	10337562	1238	1.20%
40	Raichur	33 kV Walabellary(from 110/33/11 kV Sindhanur)	Coyote	19.2	5348422	5347803	619	1.16%
41	Raichur	33 kV Kurkunda(from 110/33/11 kV Sindhanur)	Coyote	18	7269268	7268341	927	1.28%
42	Raichur	33 kV Gonwar(from 110/33/11 kV Walkamdinni)	Coyote	13	3301476	3301030	446	1.35%
43	Raichur	33 kV Balaganur(from 110/33/11 kV Walakamdinni)	Coyote	21	6400472	6399727	745	1.16%
44	Koppal	Yelburga-Bandi	Coyote	15	4487700	4413200	74500	1.66

45	Koppal	Kanakgiri-Muslapura	Coyote	10	3355200	3314600	40600	1.21
46	Koppal	Hanumasagara-Chalgera	Coyote	12	1523000	1506300	16700	1.10
47	Ballari	33 kV Gududur	Coyote	14.3	2205500	2164920	40580	1.84
48	Ballari	33K kV Emmiganur	Coyote	15.23	9401200	9335600	65600	0.70
51	Ballari	33 kV Kampli	Coyote	3.1	3278884	3209084	69800	2.13
Total					316493024	310545595	5947429	1.88

33 kV Power Transformer Loss (Reading taken before transformer 33 kV and after transformer 11 kV Bank side) for the year 2017-18 (April-2017 to September-2017)

Sl. No	C&M division	Name of 33 kV feeder (name of 110 kV MUSS)	Transformer capacity	Energy recorded at HV side (33 kV)	Energy recorded at LV side (11 kV)	Loss in kWh	% age loss
1	Kalaburagi	33 kV Azadpur (North 110 kV MUSS)	2x5 MVA	4960009.08	4920010.96	39998.12	0.81%
2	Kalaburagi	33 kV Hadgil Haruthi (West 110 kV MUSS)	2x5 MVA	1500002.15	1490002.12	10000.03000	0.67%
6	Kalaburagi	33 kV V.K.Salgar (Mahagaon 110 kV MUSS)	2x5 MVA	1020001.06	1010001.07	9999.99	0.98%
7	Kalaburagi	33 kV Jidaga (Aland 110 Kv MUSS)	1x5 MVA	1830000	1810000	20000	1.09%
10	Kalaburagi	33 kV Ankalga (Chowdapur 110 kV MUSS)	2x5 MVA	3195100	3152800	42300	1.32%
11	Kalaburagi	33 kV Malli (Yedrami 110 kV MUSS)	1x5 MVA	4489100	4425600	63500	1.41%
15	Kalaburagi	33 kV Miriyan (110 kV Chincholli MUSS)	2x5 MVA	3679800	3657000	22800	0.62%
24	Raichur	33 kV Chandrabanda	1*5MVA	2039708	2034517	5191	0.25%
25			1*5MVA	1893192	1888942	4250	0.22%
26	Raichur	33 kV Yappaladinni(from 220kV raichur)	1*5MVA	1798216	1795016	3200	0.18%
27			1*5MVA	1726406	1723637	2769	0.16%
28			1*5MVA	1692278	1689048	3230	0.19%
29	Raichur	33 kV Gillesguru(from 110 kV, Kurdi Cross)	1*5MVA	1688307	1684692	3615	0.21%
30			1*5MVA	1625502	1623704	1798	0.11%
33	Raichur	33 kV Arkeru	1*5MVA	1639723	1637515	2208	0.13%
34			1*5MVA	1707951	1704897	3054	0.18%
35	Raichur	33 kV Irabgera	1*5MVA	1632099	1617704	14395	0.88%
36			1*5MVA	1652996	1651012	1984	0.12%

37	Raichur	33 kV Jalahalli	1*5MVA	1411815	1410274	1541	0.11%
38			1*5MVA	1377906	1376942	964	0.07%
39	Raichur	33 kV Gandhal	1*5MVA	1350710	1349942	768	0.06%
40			1*5MVA	1383193	1381781	1412	0.10%
41	Raichur	33 kV Naglapura and (from 110/33/11 kV Mudugal SS)	1*5MVA	1748579	1744813	3766	0.22%
42			1*5MVA	1779063	1776218	2845	0.16%
60	Koppal	Hiresindogi	2X5	1368300	1353600	14700	1.07%
61	Koppal	Bandi	2X5	5166400	5093400	73000	1.41%
63	Koppal	Chalgera	2X5	3129300	3099100	30200	0.97%
64	Ballari	33 kV Erragudi / (110 kV Moka)	5 MVA	2054900	2013400	41500	2.02%
65			5 MVA	2529600	2485300	44300	1.75%
66	Ballari	33 kV Gududur / (110 kV Siridar gadda)	5 MVA	979000	967456	11544	1.18%
67	Ballari	33 kV Emmiganur (110 kV Kurugodu)	5 MVA	1702900	1699700	3200	0.19%
68			5 MVA	1119900	1108942	10958	0.98%
69	Ballari	33 kV Vittalapur(110 kV Tornagal)	5 MVA	3112900	3099020	13880	0.45%
70	Ballari	33 kV Hospet(110 kV Munirabad)	5 MVA	7198380	7092000	106380	1.48%
71			5 MVA				
Total				77183236.29	76567986.15	615250.14	0.80%

The GESCOM has initiated various measures to reduce the losses on 11 kV feeders in respect of 21 Towns.

The details of 11 kV energy audit is as here under :

Sl. No.	Name of City/Town	Average Percentage Distribution Losses Recorded	
		FY-17	FY-18 (up to Sept 2017)
1	Kalaburagi	10.10	13.30
2	Aland	17.06	17.72
3	Shahabad	18.76	21.44
4	Wadi	20.63	24.33
5	Yadgir	17.70	13.95
6	Shahapur	18.04	18.32
7	Shorapur	17.67	14.34
8	Sedam	10.38	9.99
9	Bidar	12.65	12.51

10	Bhalki	16.85	23.73
11	Basavakalyana	16.66	15.69
12	Humnabad	13.65	12.57
13	Raichur	21.30	15.68
14	Manavi	21.10	20.18
15	Sindhanoor	19.65	6.14
16	Koppal	15.46	11.96
17	Gangavathi	14.47	14.70
18	Hospet	13.95	12.71
19	Kampli	17.31	17.93
20	Ballari CSC	18.09	22.01
21	Siruguppa	20.03	13.46
GESCOM (21Towns)		16.74	15.50

Distribution Losses in Towns / Cities in Percentage

Sl. No.	Year	less than 10%	less than 15%	15-20%	20-25%	More than 25%
1	FY-17	0	6	11	4	0
2	FY-18 (up to Sept-17)	2	9	5	5	0

Losses for the month of September -2017

	Distribution losses	Technical loss		
		HT	DTC	LT
Kalaburagi CSC	12.5	4.87	1.74	5.89
Kalaburagi division-1	12.33	1.22	1.02	10.09
Kalaburagi division-2	8.72		2.05	7.09
Sedam	13.5	4.98	1.47	7.05
Yadgir	10.53	5.57	1.24	3.72
Bidar	12.45	3.91	1.04	7.5
Humnabad	12.84	3.54	2.21	7.09
Raichur urban	13.91	4.88	1.44	7.59
Raichur rural	12.5	5.55	1.5	5.45

Sindhhanur	12.09	1.09	1.5	9.5
Koppal	20.5	11.3	1.76	7.44
Gangavathi	17.25	9.34	1.71	6.2
Hospet urban	9.41	3.16	2.1	4.15
Hospet rural	9.56	0.78	2.28	6.5
Ballari urban	7.34		1.5	8.05
Ballari rural	9.5	3.01	1.42	5.07
	12.18	4.51	1.62	6.77

Abstract		
1	33 kV line losses	1.88
2	33 kV transformer losses	0.80
3	11 kV line losses	4.50
4	11/0.433 kV DTC losses (assumed)	1.59
5	LT line losses	7.8
6	Commercial	7.86

Commission's Views:

The Commission notes from the compliance submitted by the GESCOM that, out of the 21 towns for which energy audit has been conducted during FY17 15 towns have AT&C losses more than the mandated 15 per cent. Similarly, the energy audit for the FY18 (upto Sept'16) reveals that 10 towns have AT&C losses of more than 15 per cent with Wadi town topping the list with the highest losses at 24.33 per cent. The GESCOM needs to initiate immediate action to identify the reasons for high losses and take remedial measures to set right the problem so as to ensure that there is no leakage or theft of energy in any of the DTCs. These initiatives shall be taken on a continuous basis so as to reduce the technical losses and improving collection efficiency to achieve the mandated A T & C loss of less than 15 per cent. The Commission further notes that, the GESCOM despite completing metering of 68,102 (76%) DTCs, has taken up energy audit of only 34,535 DTCs. The results of the DTC-wise energy audit show that the distribution losses in significant number of DTCs is more than 10-30 per cent. This indicates that the GESCOM

has failed to take up remedial measures specific to the DTCs to bring down the losses further downwards. Further, to take up energy audit of metered DTCs, the GESCOM has been citing non-completion of tagging of consumer installations with the concerned feeders/DTCs, for the last 2-3 years. The stand repeatedly taken by the GESCOM that tagging of consumer details with the concerned feeders/DTCs is not completed, does not augur well for the Company which wants to run its business on commercial principles. This shows that the GESCOM is not serious in conducting energy audit and taking remedial measures to reduce losses in order to run its business economically and efficiently. The Commission views with displeasure, the delay on the part of the GESCOM to complete the tagging of consumer installations and take up the DTC-wise energy audit.

The GESCOM is directed to take up energy audit of 68,102 DTCs, which are metered and to take remedial measures for reducing energy losses in the high loss making distribution areas. The compliance in respect of DTC-wise 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.

Further, the GESCOM is directed to submit to the Commission, before 21st May, 2018 the consolidated energy audit report for the FY18, as per the formats prescribed by the Commission, vide its letter No. KERC/D/137/14/91 dated 20.04.2015.

10. Directive on Implementation of HVDS:

In view of the obvious benefits in the introduction of HVDS in reducing distribution losses, the Commission had directed the GESCOM to implement High Voltage Distribution System in at least one O&M division in a rural area in its jurisdiction by utilizing the capex provision allowed in the ARR for the year.

Compliance by the GESCOM:

Before implementing the HVDS project, it is necessary to carry out techno economic analysis to arrive at feasibility of the scheme. However, GESCOM has not made any provision in the Budget for HVDS works in its Capex 2019.

Commission's Views:

The Commission had earlier issued the revised guidelines for implementation of HVDS in feeders having the highest distribution losses, so that a higher loss reduction could be achieved on implementation of the HVDS. **However, it is noted that the GESCOM has not submitted any HVDS proposal for approval and hence, the Commission directs the GESCOM not to submit HVDS proposals for its approval until further orders.**

11. Directive on Nirantara Jyothi – Feeder Separation:

The ESCOMs were directed to furnish to the Commission the programme of implementing 11 KV taluk wise feeders' segregation with the following details:

- Number of 11 KV feeders considered for segregation.
- Month wise time schedule for completion of envisaged work.
- Improvement achieved in supply after segregation of feeders.

Compliance by the GESCOM:**Progress of Nirantara Jyothi Works**

Total no. of feeders proposed under NJY		No. of feeders completed/commissioned		Work under progress		Probable date of completion		No. of Hrs of power supply given on NJY, agriculture feeders	Remarks/reasons for delay
Ph-1	Ph-2	Ph-1	Ph-2	Ph-1	Ph-2	Ph-1	Ph-2	NJY/ Agri feeder	
235	110	235	91	-	-	October - 2017	October - 2017	20-22 Hrs/ 7 Hrs	

Benefits accrued to the system after implementation of NJY

Sl. No.	Parameters	Before implementation of NJY	After implementation of NJY		
		Mixed load feeder	NJY feeder	Residual IP set feeder	Total
1	Input energy into the system in MU	220	68.67	124.9	194
2	Average failure of transformers per feeder	5	1	1	2
3	Average No. of (un-scheduled) interruptions per feeder	41	14	8	22
4	Average peak load during peak hours in Amps	210	51	104	155
5	Percentage dist. loss per feeder	42	21	10	31
6	Improvement in tail end voltage	356	410	409	410

Name of the Taluk : Basavakalyan Taluk of Bidar District

Sl. No.	Name of feeder	Remarks
1	Tadola	Re-tendered & NIT issued on 22.09.2017
2	Ekloor	
3	Yerandi	
4	Chitta'K'	
5	Jajamugali	
6	Attur	
7	Gorta	
8	Kotmal	
9	Pandregera	
Name of the Taluk : Humnabad taluk of Bidar district		
1	Chandanahalli	Re-tendered & NIT issued on 22.09.2017
2	Vithalpur	
3	Shamthabad	

4	Hilalpur	
Total		
Name of the Taluk : Chincholi Taluk of Gulbarga District		
1	Bhaktamapalli	Covered under DDUGJY
2	Jilwarsha	
Details of NJY feeders Work Under Progress		
Name of the Taluk : Yadgir Taluk of Yadgir District		
1	Sadab	Work is in progress
Name of the Taluk : Lingasugur Taluk of Raichur District		
1	Gurgunta	Work is in progress

Commission's Views:

The Commission notes that at last the GESCOM has completed all the feeders taken up under NJY phase1. However, it is observed that the NJY works taken up under phase-2 are not completed but the balance of feeders are retendered and shifted to be taken up under DDUGJY. However, it is seen that the progress of the above works should have been completed long back. The delay in implementation of NJY works in fact has resulted in non-realization of envisaged benefits set out in the DPR when the project was initiated during 2011. Therefore, the Commission directs the GESCOM to expedite completion of remaining feeders taken up under DDUGJY and also to carry out the analysis of such feeders after commissioning the same to ensure that the objectives set out as per DPR are accomplished. The GESCOM is directed to report compliance thereon to the Commission, regularly.

As regards the analysis carried out by the GESCOM in respect of the completed feeders, the Commission notes the benefits accrued to the system in terms of reduction in failures of distribution transformers, improvement in tail-end voltage and improvement in supply/reduction in

interruptions. The analysis reveals that there is overall improvement in the of electricity after implementation of the NJY works, under Phase-1 & 2.

Further, the GESCOM shall ensure that any illegal tapping of NJY feeders by the farmers for running their IP-sets should be stopped forthwith, failure to stop this menace, the very purpose of feeder segregation executed at a huge cost will be defeated and hence, the GESCOM needs to take stern action on such persons. Further, the field officers/ officials who fail to curb illegal tapping shall be personally held responsible for these irregularities.

Also, it is noted that the HESCOM has already segregated 336 agricultural feeders under NJY phase-1 & 2 works and consequent to this, the agricultural feeders are separated from the rural loads and the energy consumed by the IP-sets could be more accurately measured at the 11 KV feeders at the substations after allowing for distribution losses in 11 KV lines, distribution transformers and LT lines. The GESCOM is directed to continue to report every month, specific consumption and the overall IP-set consumption only on the basis of data obtained from agricultural feeders' energy meters as per the prescribed formats.

The Commission reiterates its directive to the GESCOM to continue to furnish feeder-wise IP-set consumption based on feeder energy meter data to the Commission every month in respect of agriculture feeders segregated under NJY.

12. Directive on Demand Side Management in Agriculture:

In view of the urgent need for conserving energy for the benefit of the consumers in the State, the Commission had directed the GESCOM to take up replacement of inefficient pumps with energy efficient pumps approved by the Bureau of Energy Efficiency, at least in one sub-division in its jurisdiction and report compliance thereon to the Commission.

Compliance by the GESCOM

The GESCOM has selected two feeders exclusively feeding to the IP sets in Aland taluk of Kalaburagi district for implementation of DSM on IP set feeders and has requested M/s EESSL, vide its letter No.13852 dated 19.06.201, to prepare DPR in this regard. The EESL staff have collected information to prepare the DPR on 11KV feeders in Alanda taluk and has assured GESCOM that it would start the DSM project for replacing inefficient agricultural pump sets by energy efficient pump sets, shortly.

Commission's Views:

The Commission notes that the GESCOM so far has not taken any concrete action to implement the DSM measures in its jurisdiction. The progress/status reported this year is also same as last year i.e., without any appreciable change in the field. It is a fact that, there is a huge potential for energy saving in the agricultural sector which needs to be tapped as early as possible to derive the benefits of the same on completion of the project. The GESCOM needs to expedite implementation of DSM measures in its jurisdiction without any further delay. Therefore, the GESCOM should accord top priority for implementation of DSM measures with a view to conserve energy and also precious water for the greatest benefit of farmers.

The Commission directs the GESCOM to expedite the implementation of DSM measures and complete it at the earliest and compliance thereon shall be submitted to the Commission within three months from the date of this Order.

13. Directive on Lifeline Supply to Un-Electrified households:

The Commission has directed the ESCOMs to prepare a detailed and time bound action plan to provide electricity to all the un-electrified villages, Hamlets and Habitations in every taluk and to every household therein. The action plan was required to spell out the details of additional requirement of power, infrastructure and manpower along with the shortest possible time frame (not exceeding three years) for achieving the target in every taluk and

district. The Commission has directed that the data of un-electrified households could be obtained from the concerned gram panchayats and draw an action plan based on the data of un-electrified households.

Compliance by the GESCOM:

The RGGVY scheme was envisaged for providing electricity access to all the rural households by the end of 12th five-year Plan. Accordingly, 10th and 11th plan RGGVY schemes were formulated to provide access to rural households including BPL households and in the 12th Plan, the RGGVY scheme covered the remaining / left over work of the rural houses including BPL.

Following are the details:

Rural households and BPL households electrified under X and XI Plans.

Sl. No	Name of the district	No. of BPL households already electrified	No. of rural households already electrified	Total BPL covered under the XII plan scheme	Rural households covered under the XII Plan scheme
1	Kalaburagi	133385	177940	26558	45665
2	Yadgir	68366	70532	1270	-
3	Bidar	91673	120190	152	2886
4	Bellary	133979	167340	2306	6019
5	Raichur	89921	79668	992	2732
6	Koppal	80349	103235	182	1119
Total		597673	718905	31,460	58,421

After completion of XII plan scheme, all the rural households including BPL households would be electrified in GESCOM's jurisdiction.

Sl. No	Name of the district	Total rural households	Total electrified	Total un-electrified households	Total covered for electrification under XII plan RGGVY & DDUGJY		Progress	
					BPL	RHH	BPL	RHH
1	Kalaburagi	379530	356648	22882	26558	45665	5360	-

2	Yadgir	255389	229730	25659	1270	-	-	-
3	Bidar	492384	479822	12562	152	2886	-	-
4	Bellary	377267	349786	27481	2306	6019	-	-
5	Raichur	321562	307549	14013	992	2732	-	-
6	Koppal	246506	225729	20777	182	1119	-	-
Total		20,72,638	19,49,264	1,23,374	31,460	58,421	5,360	-

As can be seen above, the balance 33,493 will be covered under SAUBHAGYA scheme.

Commission's Views:

The Commission notes that the progress achieved in electrification of un-electrified households under DDUGJY and SAUBHAGYA schemes is not satisfactory. As it is seen the electrification of households has not progressed as envisaged, resulting in very large number of households remaining without electricity. As can be seen from the HESCOM's compliance that, there is hardly any progress achieved in the electrification of 1,23,374 un-electrified households taken up under various schemes. The current level of progress reported is only 5,360 households which is a meagre 4 per cent. Therefore, it is extremely important that the GESCOM needs to hasten the progress of electrification of un-electrified households for early completion. The GESCOM should overcome the tardiness in electrification of un-electrified households and implement this programme with a vigour to complete the same within a time bound period in order to ensure that the people without electricity are provided with the basic need of electricity.

Further, the Commission concerned with the slow pace of progress of this programme, in its previous Tariff Orders had directed the GESCOM to cover electrification of 5 per cent of the total identified un-electrified households every month beginning from April, 2015 so as to complete this programme in about twenty months. However, as it is seen the progress achieved in electrification of households so far by the HESCOM is disappointing. Therefore, the GESCOM should fast pace the works taken up under DDUGJY and

SAUBHAGYA schemes in order to complete them within in a definite time period.

The Commission directs the GESCOM to expedite action to provide electricity to the un-electrified households and report compliance thereon indicating the monthly progress achieved, to the Commission from May, 2018 onwards. in the event of non-compliance in the matter, the Commission, as already indicated in the earlier Tariff Orders, would be constrained to initiate penal proceedings under Section 142 of the Electricity Act, 2003, against the GESCOM in the event of noncompliance of the matter.

14. Directive on Implementation of Financial Management Framework:

The present organizational set up of the ESCOMs at the field level appears to be mainly oriented towards maintenance and supply of power to the consumers without any emphasis on accountability on the part of the field dispensations as to the actual sales, losses and the realization of revenue vis-à-vis the input energy. This has resulted in a serious mismatch between the quantum of power supplied at a given cost, expenditure incurred and the revenue realized. The continued inability of ESCOMs to effectively account the input energy and its sale in different sub-divisions of the ESCOM, in line with the revenue realization rate fixed by the Commission, urgently calls for a change in approach by the ESCOMs, in balancing the input costs with that of the revenues realized, so that the field level functionaries are made accountable for ensuring revenue realization vis-à-vis the input energy supplied to the jurisdiction of sub-division/ division.

The Commission has directed the GESCOM to introduce a system whereby the revenues are realised in a sub-division/ division with reference to the realisation rates fixed by the Commission. This would enable identifying the sub-division or the division which are not achieving the target realisation rate and the ESCOMs would be able to pin-point the reasons for under or over achievement in a sub-division/division and take remedial action to improve the sales/revenue realisation wherever necessary.

Compliance by the GESCOM:

In GESCOM, asset categorization in sub-divisional levels is not taken up as there is no sufficient staff. The asset categorization includes power purchase cost, employees cost, depreciation on asset, interest accrued during the year etc. The GESCOM assures to implement the directive from January, 2018 by fixing targets for the divisions and will submit the report to the Commission later.

Commission's Views:

The Commission observes from the GESCOM's compliance that; it has not taken any action for implementing this directive. The Commission. After initiating a study in CESC had forwarded the Report containing the Model, submitted by the Consultants to all the ESCOMs. In the said Report, the implementation was proposed by apportioning the costs suitably at the division/ subdivision level. The GESCOM, without actually taking any measurable action in the field, has only repeated whatever it has submitted to the Commission last year. It shows that the GESCOM is not serious in implementing the Financial Management Framework Model in its jurisdiction for bringing in accountability of its operations but continued to report that it will implement the directive shortly but doing nothing in reality.

The Commission disapproves of the inaction of the GESCOM in the matter and directs it to review the performance of the divisions & sub-divisions in respect of energy received, sold, average revenue realization and average cost of supply using the Financial Framework Model furnished by the Consultants.

Further, the GESCOM shall analyze the following parameters for each month to monitor the performance of the divisions/sub-divisions at corporate level.

- a) Target losses fixed and the achievement at each stage.
- b) Target revenue to be billed and achievement at each category.
- c) Target revenue to be collected and achievement at all categories.

- d) Targeted distribution loss reduction when compared to previous years' losses.
- e) Comparison of high performance divisions in sales with low performance divisions.

Therefore, based on the analysis, the GESCOM needs to take corrective measures to ensure 100 per cent meter reading, billing, and collection; analysis of abnormal / sub-normal consumption in a feeder/ DTC; replacement of not-recording meters; conducting raids for plugging thefts and leakages of energy etc.

The Commission reiterates its directive that the GESCOM shall implement the Financial Management Framework Model, in its jurisdiction at the earliest to bring in accountability on the performance of the divisions / sub-divisions in terms of the quantum of energy received, sold and its cost so as to conduct its business on commercial principles. Compliance in this regard shall be submitted to the Commission on a quarterly basis, regularly.

15. Directive on Prevention of Electrical Accidents:

The directive was as follows:

"The Commission has reviewed the electrical accidents that have taken place in the State during the year 2016-17 and noted with regret that as many as 402 people and 416 animals have died due to these accidents.

From the analysis of the accidents, it is seen that the major causes of these accidents are due to snapping of LT/HT lines, accidental contact with live LT/HT/EHT lines, hanging live wires around the electric poles /transformers etc., in the Streets posing great danger to human lives.

Having considered the above matter, the Commission hereby directs the GESCOM to prepare an action plan to effect improvements in the Transmission and Distribution Networks and implement safety measures to prevent electrical accidents. Detailed division-wise action plans shall be submitted by the GESCOM to the Commission."

Compliance by the GESCOM:

To reduce electrical accidents, the GESCOM has taken following measures:

- i. carrying out periodical and preventive maintenance works on distribution system;
- ii. Providing intermediate poles on LT/ HT lines;
- iii. Replacement of deteriorated conductors / broken poles in LT/HT lines and setting right the slanted poles by foot concreting;
- iv. Re-stringing of loose spans in HT/LT lines;
- v. Rectification of hazardous installations identified in lines and equipment;
- vi. Providing safety clearance to the LT/HT lines which are passing close to the buildings.
- vii. Procurement of safety materials for field staff;
- viii. Educating the field staff and public about the use of safety equipment and safety measures to be taken to prevent electrical accidents.

Accident bench mark progress report

Cumulative (April 1 st to Sep 30)	Fatal in Nos.				Non fatal in Nos.		
	Human			Live stock	Human		
	Dept.,	Non Dept.,	Total		Dept.,	Non Dept	Total
Sep - 2017	3	55	58	133	34	15	49
Sep - 2016	2	64	66	171	19	35	54
Sep- 2015	1	59	60	159	14	36	50
Sep-2014	2	60	62	146	28	51	79

Action taken to prevent electrical accidents

Sl. No	Description	Unit	Qty	Cost in Rs lakh	
1	a) Cleaning of weeds and grass around the DTCs	Nos	3800		
	b) Trimming of tree branches along the LT & HT lines	Nos	482		
	c) Tightening & strengthening of Earthing to DTCs	Nos	250	11.25	
2	Provided intermediates poles to	LT Lines	500	25.00	
		HT Lines	182	1.10	
3	LT Lines	Km	138	207.00	
	HT Lines	Km	59	132.00	
	Broken poles	LT	Nos	198	99.00
		HT	Nos	88	44.00
4	Re-stringing of loose span	LT	Km	298	
		HT	Km	112.5	
5	Hazardous locations	Nos	68	136.00	
6	Provided PVC pipes	Km	22		
7	Procured and providing safety Materials to field staff	Nos		44.18	
8	Regularly training is being given by the HRD Section to the maintenance men batch wise 25 to 40 linemen in each batch	-	-		

The details of hazardous locations/installations identified in the distribution network during FY17 and FY18 (up to November, 2017) is as shown below:

Sl. no	Division	No. of hazardous installations yet to be rectified at the end of March-16	No. of hazardous installations (both HT& LT) identified during FY-17	No. of hazardous installations rectified during FY-17	No. of hazardous installations yet to be rectified	Action Plan for attending the Hazardous locations			
						Jan-18	Feb-18	Mar-18	Total
1	2	3	4	5	6	7	8	9	10
1	Kalaburagi Urban	8	0	7	1	1	0	0	1
2	Kalaburagi Div-1	13	9	20	2	1	1	0	2
3	Kalaburagi Div-2	108	9	105	12	4	4	4	12
4	Sedam	4	9	5	8	3	3	2	8
5	Yadgir	8	11	7	12	4	4	4	12
6	Bidar	34	21	45	10	4	3	3	10
7	Humnabad	42	1	36	7	3	2	2	7
8	Koppal	2	60	56	6	2	2	2	6
9	Gangavathi	19	0	1	18	6	6	6	18
10	Urban Raichur	8	37	18	27	9	9	9	27
11	Raichur Rural	18	37	35	20	7	7	6	20

12	Sindhnoor	28	108	125	11	4	4	3	11
13	Urban Hospet	50	51	60	41	14	14	13	41
14	Hospet Rural	344	197	512	29	10	10	9	29
15	Ballari Urban	0	32	8	24	8	8	8	24
16	Ballari Rural	79	9	75	13	5	4	4	13
Total		765	591	1115	241	85	81	75	241

Commission's Views:

The Commission notes that, in spite of the GESCOM taking several remedial measures including rectification of hazardous installations and improvements to its distribution network, the fatal electrical accidents involving both human and livestock have not reduced significantly, which is a matter of serious concern. The Commission is of the opinion that the identification and rectification of hazardous installations is not being done by the GESCOM as is expected of an ESCOM. The GESCOM should take the rectification of hazardous installations prevalent in the distribution network as a challenge and continue to work towards elimination of such installations, so as to ensure that the electrical accidents are reduced to barest minimum or totally avoided in its jurisdiction. Therefore, the GESCOM should make more concerted efforts for identification and rectification of all the hazardous installations including streetlight installations / other electrical works under the control of the local bodies to prevent electrical accidents. In addition, it is also important that the GESCOM takes up awareness campaigns through visual/print media continuously to spread the safety aspects in use of electricity, among the consumers and the general public.

GESCOM 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.

Also, the Commission notes that the reason for the hazardous installations coming up in the distribution network is mainly due to the shabby work carried out without adhering to the best construction practices as per the standards, while taking up construction/expansion of the distribution network. The GESCOM needs to conduct regular safety audit of its distribution system and

to carryout preventive maintenance works as per schedule as per the Safety Technical Manual issued by the Commission in order to keep the network equipment in healthy condition.

The Commission, therefore, reiterates its directive that the GESCOM shall continue to take adequate measures to identify and rectify all the hazardous locations/installations existing in its distribution system, keeping in place an action plan to prevent and reduce the number of electrical accidents occurring in the distribution system. The compliance thereon shall be submitted to the Commission every month, regularly beginning from May, 2018 onwards.