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## APPENDIX

### REVIEW OF COMPLIANCE OF THE COMMISSION'S DIRECTIVES

The Commission, in its Tariff Order dated 30<sup>th</sup> May, 2019, while reviewing the compliance of its directives issued in its earlier Tariff Orders, has reiterated the directives issued by the Commission. The Commission has been reviewing the compliance thereof, on a regular basis. In the present proceedings also, the Commission has reviewed the compliance to the Directives. The Commission besides reviewing the existing directives, decides to elaborate and clarify them for continued compliance.

The same are discussed below:

#### 1. **Directive on conducting Consumers' Interaction Meetings (CIM) in the O&M Sub-Divisions for redressal of consumer complaints**

The Commission in its Tariff Order dated 30.05.2019 and the earlier Tariff Orders had directed that the GESCOM shall ensure that Consumer Interaction Meetings (CIM) chaired by the Superintending Engineers, are conducted in each of its O&M Sub-Divisions according to a pre-published schedule, at least once in every three months. Further, the consumers were to be invited to such meetings giving advance notice through emails, letters, GESCOM's website, local newspapers etc, to facilitate participation of maximum number of consumers in such meetings. **The GESCOM was required to ensure that the proceedings of such meetings are recorded and uploaded on its website, for the information of consumers.** Compliance in this regard was to be reported once in three months to the Commission, indicating the dates of meetings, the number of consumers attending such meetings and the status of redressal of their complaints.

Considering the practical difficulty in the Superintending Engineer (EI) covering all the Sub-Divisions in a quarter to preside over the Consumer Interaction Meeting (CIMs), the Commission had decided that such

meetings could also be presided over by the respective EEs of the O & M Divisions.

**The Commission had decided that, if GESCOM were to fail to ensure the conduct of the Consumer Interaction Meetings as directed, the Commission would consider imposing a penalty of up to Rs. One lakh per O&M Sub-Division per quarter for each instance of non-compliance as per Section 142 and 146 of the Electricity Act 2003, and also direct that such penalty shall be recovered from the concerned Superintending Engineer who fails to conduct such meetings.**

### **Compliance by the GESCOM.**

As per directives issued by the Commission, in the Tariff Orders 2019 and the earlier Tariff Orders, GESCOM is conducting Consumers Interaction Meeting in the O&M Sub-Division chaired by jurisdictional Superintending Engineer (EI) / Executive Engineer (EI) once in three months to redress the consumer grievance relating to supply of electricity. The consumers are invited to such meetings duly intimating in advance (at least 3 days in advance to the conduct of the meeting to facilitate participation of maximum number of consumers in such meetings. The consumers are invited through e-mail, letters, notices on GESCOM's website and through SMS (by maintaining / updating consumer data base), local newspapers regarding information on the schedule of the Consumer Interaction meeting, date, time, venue etc.

In addition to the quarterly meetings chaired by the jurisdictional Superintending Engineer (EI) or Executive Engineer (EI), the concerned Assistant Executive Engineer (EI) are continuing CIM on third Saturday of every month, so as to attend to the grievance of the consumers.

Compliance in this regard including the proceedings, photos and other details of CIM are reported to the Commission regularly on a monthly basis and also hosted in GESCOM website. Abstract of the CIM conducted during the 1<sup>st</sup> and 2<sup>nd</sup> quarter is furnished by the GESCOM, in its filing.

Apart from conducting Consumer Interaction meeting at Sub-Division level by Superintending Engineer (EI) / Executive Engineer (EI) O&M, Circle /

Division in their respective jurisdiction, HT Consumers' meet is being conducted quarterly in corporate Office. During interaction with the HT Consumers many issues like power supply interruptions, Solar Connections, voltage fluctuation, billing are raised and the management assured to sort it out the issues.

**Commission's Views:**

The GESCOM has submitted the details of consumer interaction meetings conducted in its jurisdiction during FY19 in its replies to preliminary observation and 1<sup>st</sup> and 2<sup>nd</sup> quarter of FY20 in its Tariff Filing.

The Commission had directed the ESCOMs to conduct the consumer interaction meetings in the Sub-Divisions chaired by either the jurisdictional Superintending Engineer or the jurisdictional Executive Engineer to effectively redress the consumer grievances. The Commission notes the submissions made by GESCOM that, such meetings are being conducted every Quarter in its entire area covering all the Sub-Divisions. In the preliminary observations, the Commission had raised the concern on, non-submission of the data every quarter in the prescribed format as directed by the Commission. The Commission had directed GESCOM to furnish the details, indicating the dates on which the meetings were conducted. GESCOM has furnished the details in its replies but again did not mention the name of the officer chairing the meeting. From the data it is observed that the CIMs were not conducted during FY19 in few Sub-Divisions of Kalaburagi Circle and Sub-Divisions of all the Circles during FY20 for the reason that the "code of conduct" was in force. But, GESCOM has failed to report any reasons for non-conduct of CIMs in spite of adequate time available during the quarter after the expiry of the code of conduct.

Though, GESCOM is claiming that the reports are being sent to the Commission, it shall ensure that the reports in the format prescribed by the Commission shall be submitted at the end of each quarter, for having conducted the CIMs.

Further, the Commission desires that, such meetings are strictly chaired by either the jurisdictional Superintending Engineer or the jurisdictional Executive Engineer and not by other officer of the lower rank. The Commission also declares that, if the consumer interaction meetings are conducted in the Sub-Divisions without participation of the Superintending Engineer or the Executive Engineer, it will be considered as non-compliance of the Commission's directives and the Commission would consider imposing a penalty of up to 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/ Executive Engineer, as the case may be, who fails to conduct such meetings.

The Commission, therefore reiterates its directive to the GESCOM to conduct Consumer Interaction Meetings (CIM) chaired by either the jurisdictional Superintending Engineer or jurisdictional Executive Engineer once in a quarter, in each of the O&M Sub-Divisions, to redress the consumer grievances relating to supply of electricity. Advance notices shall be sent to the stakeholders by email / website and through SMS (by maintaining / updating the consumer database) well in advance. Information on the schedule of the Consumer Interaction Meeting, date, time, venue etc., shall be published in the form of news item in the leading local / regional newspapers, at least 3 days prior to the conduct of the meeting, to ensure that more number of consumers take part in such meetings. The Proceeding of conduct of such meetings shall be uploaded in the website of the GESCOM for reference of the needy consumers and a report in the prescribed format shall be sent to the Commission after the end of each quarter.

Also, it was brought to the notice of the Commission that the concerned officers were not available in the office during scheduled working hours. The Commission hereby directs that visiting hours should be fixed by GESCOM and should be displayed on the website and direct all the officers to be present during the visiting hours.

In addition to the quarterly meetings chaired by the SEE or the EE, the concerned jurisdictional Assistant Executive Engineer shall conduct the CIM on third Saturday of every month so as to attend to the grievance of the consumers, as is being done in other ESCOMs.

**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 noted that due to implementation of billing based on 15 - minutes' time block, there is a fair increase in the revenue to the GESCOM from the HT consumers, who are drawing energy through open access and directed the GESCOM to continue the efforts effectively.

The Commission had directed 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, the GESCOM shall implement the directive forthwith and the compliance regarding the same shall be submitted quarterly to the Commission, regularly. The Commission also directed the GESCOM to quantify the billing and report.

**Compliance of the GESCOM:**

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 is one of the directives issued by Hon'ble Commission in its Tariff Order-2019. The introduction of 15 Minutes time block billing has resulted in significant quantum of energy savings and prevented revenue loss due to enforced correct billing.

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 FY19 and FY20 up to September 2019, is furnished by GESCOM.

It is seen that by billing in 15 minutes' time block the consumers who have opted open access and consumed energy and inadvertently banked have resulted in increased revenue to GESCOM. In year 2018-19 the revenue was about 2.64 Crores and from April to Sept-2019 the revenue was about 1.38 Crores.

### **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. It is seen that the introduction of 15-minute's billing has resulted in significant quantum of energy saving of 3.779 MU during FY19 and 1.926 MU during FY20 till September 2019. The stand taken by the Commission in directing the GESCOM to prepare monthly EHT / HT consumer bills on 15-minute's time block period has prevented a revenue loss of Rs.2.64 Crores during FY19 and Rs.1.38 Crores during FY20 till September 2019 by the 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 inadvertently banked energy, if any, along with the details of revenue gain.

**The Commission reiterates its directive that the GESCOM shall continue to prepare the energy bills on monthly basis considering the 15 minute's time block period in respect of all 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 directed that, GESCOM has to service new installations only after ensuring that the equipment installed in the consumer's premises are BEE \*\*\*\*\* (Bureau of Energy Efficiency five-star rating) rated viz., Air Conditioners, Fans, Refrigerators, etc., are energy efficient.

On similar lines, GESCOM was directed to service all new streetlight / high mast installations including extensions made to the existing streetlight circuits, only after ensuring that LED lamps / energy efficient lamps like induction lamps are provided to the street light points.

Also, the Commission had directed the GESCOM to take up programmes to educate all the domestic, commercial and industrial consumers, through the media and by distributing pamphlets giving details on the benefits of using five-star rated equipment certified by the Bureau of Energy Efficiency in reducing their monthly electricity bills and conservation of precious energy along with monthly bills.

**Compliance by the GESCOM:**

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 applicant consumer's premises.

GESCOM has conducted awareness programme to all the existing domestic, commercial & industrial consumers 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 Sub-Division level and duly distributing the pamphlets, through print & digital media and in the monthly Electricity bills.

GESCOM has furnished the energy savings achieved by sale of LED bulbs, LED tube lights and energy efficient fans under Belaku, Ujala and Pavan schemes.

**Painting competitions:**

- Conducted in five Government / Aided Schools and one Fine Arts College in Kalaburagi.
- Also conducted for KPTCL and GESCOM corporate office employee's children.
- Number of student participated in competition: 470 Nos.
- Number of student got awareness: 1200 Nos.

- Instructions given to all EEs to scale up in all Districts.

**Painting exhibition**

- Conducted Painting exhibition in Fine Arts College.
- Conducted Painting exhibition in GESCOM corporate office, Kalaburagi and cash prizes were distributed to all winners (Students) on Independence day (15th Aug 2019) celebration.

News Paper notification given regularly to improve consumer awareness about the usage of energy efficient equipments.

Jingles have been played from the month of July-19' to September-19 (Total 60 days) in RED FM (93.5) Kal Radio in Kalaburagi station.

- Jingles played from 08:00:00 to 21:00:00 on every day.
- Frequency per day is 25 times.

Jingles playing in Air India Radio Station from 20th Sep-19 to 19th Oct-19 in Kalaburagi (AM Station-1107KHz), Hosapete (100.5 FM Station) and Raichur (102.1 FM Station).

Also, Jingles are played in Community Radio, Antharwani urging people to save electricity by using energy efficient equipment.

Jathas have been conducted at Division level by all EEs to create awareness and increase usage of Five star rated equipment.

Instructions given to all Executive Engineers to scale up the awareness programmes in all Districts.

**Commission's Views:**

The Commission has observed that, the GESCOM has not submitted the compliance reports regularly on implementation of the directive as directed by the Commission. Instead of complying with the observation, GESCOM has just reproduced the contents of the Tariff Filing again. GESCOM has to comply with the directive once in a quarter by updating the status of implementation.



GESCOM has not issued any Circulars towards implementation of the directive.

Further, it is also observed that GESCOM has merely stated that it is ensuring on servicing the consumer installations with 5 star rated equipment without elaborating on this or submitting the detailed progress made. The Commission is of the view that, merely pursuing / ensuring the consumer to provide 5 star rated equipment without actually doing nothing in the field, is highly misleading and amounts to non-compliance of the directive by the GESCOM. The GESCOM needs to verify factually as to whether there is any progress made in the field in servicing of the BEE 5-star rated equipment such as Air Conditioners, Fans, Refrigerators, etc., in the consumers' premises. Also, The GESCOM needs to review the implementation of the directive with the field officers periodically to know about the progress.

The Commission notes that the GESCOM has not submitted the compliance in respect of ensuring and providing LED lamps / energy efficient lamps while servicing of new streetlight / high mast installations including extensions made to the existing streetlight circuits. This shows that the GESCOM has not implemented the directive in its letter and spirit, to take forward the initiative of conservation of energy.

GESCOM ought to have issued instructions to all its officers to ensure use of BEE five-star rated Energy Efficient Appliances in their offices. GESCOM also has not mentioned any effective steps being taken in the field to ensure that all new installations are serviced only with the BEE five-star rated Air Conditioners, Fans, Refrigerators, etc in the consumers' premises. It is also noted that the GESCOM has implemented "Hosa Belaku" and "Pavan" programme under which it is distributing energy efficient lamps, fans, etc., to the consumers which appears to have had limited success. With this, the Commission finds that the progress in implementation of this directive is very poor. Therefore, the Commission directs GESCOM to focus effectively on implementation of this directive by reviewing periodically the progress of implementation in the field and take necessary corrective steps.

Further, the Commission directs GESCOM to conduct the awareness programs to the consumers / public, for use of LED bulbs, energy efficient electrical equipment etc., by making use of the fund reserved for customer relation / education program.

Considering the practical difficulty in implementing the directive, the Commission partially modifies the directive that: “GESCOM, at the time of servicing new street light/ high mast street lights shall ensure that such installations including extensions made to the existing streetlight circuits, are serviced with LED lamps / energy efficient induction lamps and the compliance thereon shall be submitted to the Commission once in a quarter on a regular basis”. GESCOM shall also ensure inspection by jurisdictional Executive Engineers / Superintending Engineers of new installations, selected on random basis shall be undertaken to cross check adherence to the directive by the field offices.

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

The GESCOM was directed to implement the specified Standards of Performance strictly, while rendering services related to supply of power as per the KERC (Licensees' Standards of Performance) Regulations, 2004. Further, the GESCOM was directed to display prominently, in both Kannada & English languages, 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 meters, reconnection of power supply, etc., rendered by it as per Schedule-I of the KERC (Licensees' Standards of Performance) Regulations, 2004 and Annexure-I of the KERC (Consumer Complaints Handling Procedure) Regulations, 2004, on the notice boards in offices of all the O & M Sections and O & M Sub-Divisions, in its jurisdiction for the information of consumers as per the format given in the previous Tariff Order.

#### **Compliance by the GESCOM:**

It is submitted that GESCOM has displayed the details of specified standards of performance on the board / notice boards in all its O&M Sections and

Sub-Division offices for the information of the consumers and also hosted in GESCOM Website.

GESCOM conducted Consumer interaction meeting and educated consumers about benefits of the standards of performance. GESCOM officers, during inspection to the Sub-Divisions, have ensured that services rendered as per SOP standards are complied and the compliance in this regard are submitted once in a quarter to the Commission.

The "HAND BOOK" in English and Kaipidi in Kannada on the SOP have been published as per Commission directions and arranged to be distributed to all the staff and stakeholders.

GESCOM has implemented Standards of Performance (SoP) and is being practiced in offices of GESCOM to deliver quality service to its customers. GESCOM has conducted orientation programme for all the field officers and the staff up to linemen to educate them on the SoP and the consequences of non – adherence to the SoP.

GESCOM is conducting awareness campaign at the Sub-Division headquarters and Hobli levels for educating the public about the Standards of Performance, prescribed by the Commission on every 3rd Saturday during conduct of Customer Interaction Meetings (CIMs) and discusses with consumers regarding Standards of Performance, Electricity Safety, Energy Conservation etc.,

#### **Commission's Views:**

In view of the surplus power situation, the Commission is of the view that, the **supply of quality and reliable power to consumers** becomes all the more important and the same should be of utmost priority. Hence the Standards of Performance (SoP) for Distribution Licensees specified by the Commission need to be implemented in letter and spirit.

The Commission while taking note of GESCOM's compliance, reiterates that the GESCOM shall continue to adhere to the specified Standards of Performance in rendering various services to consumers, in a time bound manner.

It has come to the notice of the Commission that the consumers are generally not aware of the SoP prescribed by the Commission and as a result, the consumers are still facing difficulty in getting prompt services. As per the submissions made by GESCOM in its Tariff filing, in spite of the directives issued, the Commission has noted with **displeasure that, GESCOM has not furnished the details of the conduct of awareness campaigns in the Hobli levels for educating consumers about the Standards of Performance (SoP) and orientation programs for educating the officers and field staff up to the level of lineman in the area of its operation to make them aware that they have to render the various services within a time bound manner failing which they have to pay compensation to the consumers.**

Hence, the Commission, while noting the GESCOM's compliance, reiterates that the GESCOM shall continue to adhere to the directives on the specified Standards of Performance in rendering various services to consumers in a time bound manner.

Further, the Commission directs the GESCOM to carry out effective supervision over the functioning of field offices particularly in rendering of services to the consumers, relating to restoration of supply of electricity. The Commission also directs GESCOM to submit the details of number of violations of SoP by officers, Sub-Division wise, month-wise, amount of penalty levied on the officers and the amount paid to the consumers for any delay in service.

The Commission also directs the GESCOM to take action to display the SoP in the format mentioned in the previous Tariff Order in its official web site for information of the consumers.

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

The Commission reiterates and directs GESCOM to conduct awareness campaign at the Taluk / Hobli levels for educating the public about the Standards of Performance prescribed by the Commission. GESCOM shall conduct necessary orientation programme for all the field officers and the staff up to linemen to educate them on the SoP and the consequences of non- adherence to the SoP.

Further, the Commission directs GESCOM to publish and keep circulating the "HAND BOOK" (Kaipidi in Kannada) in Kannada on the SoP and arrange to distribute to all the staff and stake holders.

Failure to implement this direction within 3 months of the issue of this order, the Commission would be constrained to initiate penal proceedings under Section 142 of the Electricity Act, 2003, against the GESCOM officials, for non-compliance of the Commission's Directives.

At the same time the Commission has noted that, GESCOM has not furnished any information on putting in place a system / mechanism to recognize best performing officers / offices in its jurisdiction to incentivize better performance. GESCOM shall consider and put in place a system / mechanism of recognizing the best performing Sub-Division / section in terms of adherence to SoP and publicize such recognition so as to incentivize better performance from the officers / personnel concerned.

The Commission reiterates that, the GESCOM shall continue to strictly implement the specified SoP while rendering services relating to supply of electricity as per the KERC (Licensees' Standards of Performance) Regulations, 2004. 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:**

With a view to reducing the electrical accidents to the linemen/staff working in the field, the Commission had directed 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 while working on the network. The GESCOM was directed to sensitise the linemen about the need

for adoption of safety aspects in their work through suitably designed training and awareness programmes. The GESCOM was 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 was required to implement this directive within one month from the date of the order and submit compliance report to the Commission.

**Compliance by the GESCOM:**

GESCOM has taken steps to prevent electrical accident while carrying out the work on the distribution network by the field staff by providing safety gear and giving appropriate training to adhere to safety aspects / procedure so that they carry out the works with all safety measures / affectively. The necessary circulars are issued in this regard.

GESCOM has submitted that, Linemen safety awareness programmes are being conducted in all the O&M Divisions and Sub-Divisions. The management is trying its utmost to protect safety of every linemen, to reduce the accidents in the field / distribution network. Many programs like Suraksha jata's, safety day / week, Vidyuth surakshata Jagruti Abhiyana etc., are arranged to bring the awareness among GESCOM employees and its esteemed consumers. GESCOM has taken the following measures to implement the directive issued by commission:

- procurement of safety equipment during FY19 and FY20.
- Procurement of safety gear / equipment regularly by the field offices as and when required apart from procuring the safety equipment from GESCOM Corporate Office, it is also releasing the purchase grants to O&M Divisions and has issued the directions to procure the specified safety materials.
- a purchase grant of Rs.5 Lakhs to each O&M Division is released for purchasing Earthing Rods, Torch, Battery Cells and Line Tester. Subsequently O&M Divisions have procured the safety materials and distributed to maintenance staff.

In its replies to preliminary observations, GESCOM has furnished the details of the lineman working and the safety gear are provided to the Commission.

**Commission's Views:**

It has been brought to the notice of the Commission by the consumers and also report of the CEIG on accidents that, the safety gears / equipment are not being used by all the linemen at work in the field and hence the number of electrical accidents are increasing every year. **The Commission considers that not providing appropriate safety gear / equipment to the staff at work place amounts to a serious violation of human rights by GESCOM.**

The Commission has observed from the statistics furnished in the replies to the preliminary observations that, tool (safety) kits are provided to only 3,700 Linemen out of 3,833 of the Linemen staff. Rest are not provided with the safety gear. **The data on the contract lineman working and the status of safety gear provided to the contract linemen is not furnished.** As per the status furnished in the previous Tariff Filing also, the number of tool kits provided was the same and it shows that, in the entire year GESCOM has not taken any action in providing the tool kits to the remaining field staff. GESCOM in its previous Tariff Filing had informed that the likely date of providing safety gear to all field staff as 15.12.2018. Whereas in the present Tariff filing, GESCOM has not indicated the likely date of providing all safety gears to all the field staff.

**The long time taken by GESCOM to procure safety equipment viz., safety shoes, insulated tool kits etc., indicates lack of seriousness of GESCOM in the matter. Adequate quantities of all safety gears / equipment shall be procured periodically and sufficient inventory of these materials shall also be maintained. GESCOM should take action to empanel suppliers of safety gear / equipment, so that the procurement process is done quickly.**

The Commission further notes that electrical accidents are occurring in the distribution system mainly due to non-adherence to safety procedures by the field staff, while working on the distribution network. Therefore, it is very important that the GESCOM should focus on safety aspects in its operations

with a view to reduce or minimize the electrical accidents. Also, imparting training to all the field staff on safety aspects periodically should become part of the routine. The Commission notes with displeasure that the GESCOM has not furnished any details on strategy chalked out by GESCOM, in respect of reducing the electrical accidents. It is noted that no details of any exclusive training being organized on safety aspects to the linemen, are submitted to the Commission. The linemen and other field staff should be given appropriate training periodically on adherence to safety aspects / procedure, and such training modules should include case studies so that the training is current and relevant, so that they carry out their work safely / effectively. The case studies should be based on the actual accidents that have taken place in GESCOM/ Other ESCOMs giving specific instances of non-adherence of safety procedures, resulting in the accidents.

The Commission, while taking note of the compliance by GESCOM on the directive, stresses that the GESCOM should continue to give attention to safety aspects in order to reduce and prevent electrical accidents occurring due to negligence / non-adherence of safety procedures by the field staff while carrying out the work on the distribution network.

**The Commission reiterates its directive that the GESCOM shall ensure that, all the linemen and other field staff are provided with adequate and appropriate safety gear within 3 months from this order. The linemen and other field staff should use the same while carrying out the work in the field. The compliance in this regard shall be submitted once in a quarter to the Commission regularly. Protocols should be drawn on procedures to be adopted / roles and responsibilities fixed in respect of all those involved in working on (live) lines / installations for repairs etc., based on the case studies.**

#### **6. Directive on providing Timer Switches to Streetlights by the GESCOM**

The Commission has directed 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 Commission had also directed that GESCOM shall take up periodical



inspection of timer switches installed and ensure that they are in working conditions. It was directed that they shall undertake necessary repairs / replacement work, if required and later recover the cost from local bodies. The compliance regarding the progress of installation of timer switches to street light installations shall be reported to the Commission within three months of the issue of this Order.

**Compliance by the GESCOM:**

It is submitted that, GESCOM has communicated with all ULBs and insisted on provision of timer switches in all the street light installations through several communications. The ULBs have assured GESCOM to include cost of timer switches in their respective action plans. Out of 13,175 Nos of street light installations existing in GESCOM jurisdiction 11,568 Nos have to be provided with timer switches. The CMCs / TMCs have taken up the project survey. As per GoK direction, provision is made in DWA to provide fully on / off control switches to all the street lights. Approximately it may take 6 months to complete for the implementation.

Providing timer switches to new streetlight installations including extension/modification carried out to the existing streetlight installations comes under the purview of CMC / TMC administration.

It is further submitted that, GESCOM is pursuing with CMC / TMC. It is assured by the authority that existing street light installations will be provided with timer switches. In this regard they have received the direction from Directorate of Municipal Administration.

Further, it is informed that GESCOM has given directions to all the Divisional officers that no street light installations should be serviced without timer switches. GESCOM has requested that the Directive on providing Timer Switches to Streetlights may kindly be dropped, as it comes under the purview of CMC / TMC Administration.

**Commission's Views:**

The Commission has observed from the submissions made by GESCOM in the tariff filing that, GESCOM has taken initiative to co-ordinate with the local bodies in providing timer switches to the streetlight control points.

During the public hearing, the consumers have raised concern that at several places, the street lights are unmetered and many a times, the street lights glow up to 9:00am in the morning.

**The Commission notes that the progress of providing timer switches to street lights as compared to the previous year is very poor.** As per the data furnished by GESCOM, 6,084 Street Light installations are required to be provided with timer switches as on 16.11.2018. Whereas, as per the details furnished in the Tariff Filing in November 2019, the balance number of street light installations to be provided with the timer switches are 11,568. Also, it is observed that GESCOM has serviced 174 numbers of SL installations with timer switches out of the 402 SL installations during the 1<sup>st</sup> and 2<sup>nd</sup> quarters of FY20. From the above, it can be seen that, GESCOM is servicing the SL installations without the timer switches, in spite of the directives. This shows that the GESCOM has not given adequate focus to this issue and has not coordinated with the concerned local authorities in installation of timer switches while servicing the new street light installations, contradicting its own statement of coordinating with the local authorities.

Thus, the inaction and failure of the GESCOM has actually resulted in increase in the number street light installation requiring timer switches. Failure to remedy this situation would not only result in wastage of electricity, but also shorten the life of the installations and resultant avoidable expenditure on their replacement. Hence, GESCOM should seriously pursue this matter with the concerned local authorities strictly ensure fixing of timer switches while servicing the new installations and also repairs of faulty timer switches. This is a continuous action, and if timely action is not initiated, it results in wastage of electricity and the the evry purpose of energy conservation is defeated.

The Commission had observed that GESCOM has not given the required focus to this issue and has not coordinated with the concerned local authorities in installation of timer switches while servicing the new street light installations. GESCOM is not insisting on the Municipal Authorities to provide timer switches, at least while servicing the new SL installations. GESCOM has

not provided any comprehensive reply to the above observations made by the Commission.

**Hence, GESCOM should seriously pursue this matter with the concerned local authorities, strictly ensure fixing of timer switches while servicing the new installations. Therefore, going by the progress, the Commission is of the view that the GESCOM is not serious in installing the timer switches.**

**It is the inbound duty of the Distribution Licensees to service the new installations by following the directions of the Commission. Though the Commission notes that, providing the timer switches to the street light installations fall under the purview of the BBMP / Municipal Administration, at the same time it is the duty of the Distribution Licensee to adhere to the directives of the Commission while servicing the new or the extended circuit of the street light installations by getting the timers switches installed. This shows utter negligence by GESCOM in following the directives of the Commission.**

**Therefore, the Commission in partial modification of the directive, directs GESCOM to ensure that, while servicing all the new streetlight installations or 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:**

In respect of Load Shedding, the Commission had directed that:

- i) 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.
- ii) 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.
- iii) 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.

- iv) The likelihood of interruption in power supply with time and duration of such interruptions may be intimated to consumers through SMS and other means.
- v) Where load shedding has to be resorted due to unforeseen reduction in the availability of power, or for other reasons, important consumers may be informed of the likely time of restoration of supply through SMS and other means.
- vi) Load shedding should be carried out in different sub-stations / feeders by rotations, to avoid frequent load shedding affecting the same sub-stations / feeders.
- vii) 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.
- viii) The ESCOMs shall submit to the Commission 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.
- ix) 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.
- x) The ESCOMs shall submit to the Commission sub-station-wise and feeder-wise data on interruptions in power supply every month before the 5<sup>th</sup> 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 had indicated that it would review the compliance of directions on a monthly basis for appropriate orders.

**Compliance by the GESCOM:**

1. O&M Divisions issue notification regarding load shedding/ power supply interruption in Daily Newspaper.
2. As per requirement of 220 kV Stations, GESCOM is submitting the block-wise day ahead requirement of power and energy on seasonal condition to the SLDC Bangalore through e-mail. In turn, everyday SLDC will issue availability of power & energy one day in advance to GESCOM. Accordingly, re-scheduling of power & energy will be done at 220 kV Receiving Stations.
3. Whenever there is loss of generation, the SLDC will intimate GESCOM for restricting the load. Accordingly, GESCOM will restrict the load based on the real time schedule given by the SLDC. The load will be restricted (Un scheduled) based on the 220 kV Receiving Station-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.
4. Whenever advance intimation is received by the SLDC regarding generation loss, information is being given to the high revenue yielding consumers such as HT & EHT installations.
5. For other foreseen & unforeseen reasons, the interruption are taken up by Divisions on daily basis & intimated to consumers through URJA MITRA App.
6. As GESCOM is having surplus power there has been no scheduled load shedding.
7. GESCOM is submitting feeder-wise interruption details such as, No of interruption and duration of scheduled & unscheduled interruption to the Commission every month (PQM-1 {a}, {b}). The GESCOM is taking all possible measures, based on the real time schedule allocation by SLDC to minimize the inconvenience to the consumers and to improve the quality & reliability of power supply.

Urja Mitra mobile app has been introduced in GESCOM and about 21 lakh consumers have been benefited by this app in knowing the scheduled outages and other issue related to power supply. **The Central Govt has**

**ranked GESCOM 3<sup>rd</sup> among all DISCOMs at the national level in usage of Urja Mitra portal in October-2019.**

GESCOM is the only ESCOM having 29 Nos of transformer repair center. GESCOM has adhered to as per SOP and SAKALA to replace the failed DTC within 24 hours in cities and 72 hours in rural areas.

GESCOM is trying to intimate its consumers about the foreseen & unforeseen interruption through Urja Mitra mobile app.

As directed by Commission the details of load shedding will be submitted regularly.

### **Commission's Views**

The Commission takes note of the submission of the GESCOM that it has taken action to provide information to the consumers through SMS about the time and duration of interruptions in power supply due to various reasons.

The Commission also notes that, GESCOM is making use of the URJA Mitra App developed by RECTPCL for emanating messages to provide the information of scheduled and unscheduled power outages, emergency outages, restoration time, power outage extension time, etc., due to reasons such as system constraints, breakdowns of lines / equipment, maintenance etc., to the consumers through SMS. GESCOM has to take further steps and speed up to update the database with the entire consumer strength of the Company to make the App effective.

**GESCOM shall extensively use the URJA Mitra mobile application, which can be used as a link between GESCOM field staff and citizens for facilitation of dissemination of information on outage to all consumers through SMS. The application can also be integrated with any other system. This would significantly address the “consumers’ dissatisfaction” on this issue and prevent inconvenience / disruption caused to the consumers especially the industrial consumers. GESCOM can also save money required for development of similar software.**

Further, the Commission notes with concern that, the number as well as the duration of interruptions are increasing, causing inconvenience to the

consumers. The Commission notes that, though the power availability has improved resulting in surplus power situation, the distribution network reliability has not similarly improved, causing frequent disruptions in power supply, which causes hardship to the consumers and also revenue loss to the GESCOM. **The Commission directs GESCOM to take remedial measures to minimize power supply interruptions and ensure 24 x 7 power supply. GESCOM shall submit the action plan in this regard to the Commission within 3-months of this Order.**

Further, the Commission considers that one of the main reason for power disruption is the failure of the Distribution Transformers. As per the SoP the (Indicative Maximum time limit for rendering service), notified by the Commission, the GESCOM is required to restore power supply affected due to DTC failure within 24 Hours in City and Town areas and within 72 Hours in Rural areas. However, during the public hearing the consumers have complained that the GESCOM is not adhering to the SoP fixed by the Commission and that the field officers are not attending to minor faults and are taking longer time for restoring power supply. The Commission notes the reply furnished by the GESCOM that it is adhering to the SoP in respect of replacement of DTCs. GESCOM has not furnished the detailed information in support of its claims. It is further noted that, lack of regular maintenance and poor quality of repairs also have contributed to the increase in number of failures of Distribution Transformers.

Though, the Commission directed GESCOM to conduct orientation programmes / workshops to the field staff to equip and motivate them to attend to the minor faults at site itself wherever possible and restore power supply as quickly as possible, GESCOM has not mentioned anything on the conduct of orientation program / workshops to the field staff to equip and motivate them to attend to the minor faults at site itself wherever possible and restore power supply as early as possible. Hence, the Commission directs the GESCOM to conduct orientation programmes to the field staff towards motivating them to attend to the minor faults in the field itself and restore the power supply as early as possible. GESCOM is also directed to take up strict

supervision over repairs to the transformers and ensure good quality repairs and fix personal responsibility on the erring staff / officer.

Further, the Commission directs, the GESCOM to submit projections of availability and demand for power and any unavoidable load shedding for every succeeding month in the last week of the preceding month to the Commission regularly, without fail.

**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 Centre for Redressal of Consumer Complaints:**

The GESCOM was directed to put in place a 24 x 7 fully equipped Centralized Consumer Service Centre at its Headquarters with a state of the art facility / system for receiving consumer complaints and monitoring their redressal so that electricity consumers in its area of supply are able to seek and obtain timely and efficient services in the matter of their grievances. Such a Service Centre shall have adequate desk operators in each shift so that the consumers across the jurisdiction of the GESCOM are able to lodge their complaints to this Centre.

Every complaint, received through various modes in the centre shall be registered by the desk operator and the complaint register number shall be intimated to the Consumer through SMS. In turn, the complaints shall be transferred online to the concerned field staff for resolving the issue. The concerned O&M / local service station staff shall visit the complainant's premises at the earliest to attend to the complaints and then inform the Centralized Service Centre that the complaint is attended. Then, the desk operator shall call the complainant and confirm with him whether the complaint has been resolved. The complaints shall be closed only after confirmation by the consumer. 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 along with the names of the officers responsible with remarks be



placed before the Management on the following day for attention to review and take corrective action in case of any pendency / delay in attending to the complaints.

The GESCOM shall publish the details of complaint handling procedure / Mechanism with contact numbers in the local media or in any other form periodically for the information of the consumers.

The Commission had directed the GESCOM to establish / strengthen 24 x 7 service stations, equipping them with separate vehicles & adequate line crew, safety kits and maintenance materials at all its Sub-Divisions including the rural areas for effective redressal of consumer complaints.

#### **Compliance by the GESCOM:**

As of now, the the no. of GESCOMs consumers have reached more than 31 Lakhs, the average Phone calls / Complaints received by Centralized Customer Care Centre (CCC) are 1.5 Lakhs per month (3,000 per day). Previously 12 desks were functioning which has been enhanced to 15 desks for improving consumer service and satisfaction. These desks are functioning round the clock, so that, at a time 15 Nos of complaints can be received. The consumer can contact over Toll free no 1912. There are 48 desk operators for three shifts, each shift 15 Nos operators for 15 desk are working to attend each and every calls. Junior Engineer, Assistant Engineer and Assistant Executive Engineers are placed to supervise the overall activities. The Employees working in CCC ar given suitable training on handling public relation issues. The awareness of CCC is brought to the notice of consumers by wide publicity of the complaint handling procedure / contact number, of the centralized customer care center through local media, by hosting on GESCOM website for the information of public to ensure that all the complaints are registered only through CCC for proper monitoring and disposal of complaints. Once the complaints are addressed successfully the consumer is also intimated about the same through SMS.

GESCOM has furnished the statement showing the details of calls received and answered / complaints registered and attended in the Centralized

Customer Care Centre, GESCOM, Kalaburagi during FY19 and FY20 till September 2019.

1912 is now integrated with PGRS for redressal of complaints.

24X7 Customer Care Centre Established on 18.01.2012 with Toll Free number 18004258585 in the Corporate Office premises for registering of complaints by consumers on fuse off calls, billing problem, transformers failure and power supply failure etc., with all necessary infrastructure.

Short Code '1912' has been made Toll-Free successfully w.e.f. 01.09.2016.

Regular correspondence is being made with the concerned O&M Divisions to attend to the registered complaints within the stipulated time.

The complaints are being registered at 24X7 Customer Care Centre, Corporate office, GESCOM and the same is being dispersed to the concerned O&M Service stations to enable them to attend to the complaint within the stipulated time, through telephone. The concerned Section Officer should attend and resolve it within the stipulated time and report the same to 24X7 Customer Care Centre. The 24X7 Customer Care Centre is obtaining feedback from consumers, every two Hours.

The GESCOM is trying to continue its efforts in further improving the delivery of consumer services with prompt response especially in reducing the time required for resolving consumer complaints on breakdowns of lines / equipment's, failure of transformers etc., which is resulting in interruptions in power supply requiring prompt and quick response.

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 of CCC is generating daily reports indicating the number / nature of complaints received, complaints attended, complaints pending and reasons for not attending to the complaints.

**Commission's Views:**

The Commission notes that the GESCOM has established the necessary infrastructure for effective redressal of consumer complaints. While taking note of the efforts made by GESCOM, it is observed that, the number of complaints are increasing year on year.

It had come to the notice of the Commission that, complaints have increased on the behavioural attitude of the executives working in the CCC who are deployed through Outsourcing Agency. The Commission is not happy with the reply furnished by CES GESCOM in respect of imparting training to the executives working in CCC. However, GESCOM shall instruct the agency to impart suitable training and continue to impart such trainings to the executives, on public relations and behavioural aspects, human relations etc., The Commission directs GESCOM to deploy Senior Level Officers to supervise and review all the activities of the CCC, and shall take disciplinary action against erring officials.

GESCOM shall bring in a system of recognizing the best performing customer care executive every week / fortnight / month and publicize such recognition so as to incentivize better performance from them.

The Commission notes that the GESCOM has not furnished the detailed information on the average time taken to attend to a complaint as at present and the efforts made to reduce the downtime further in future.

The Commission directs GESCOM that it should continue its efforts to further improve the delivery of consumer services, especially to further reduce the time required for resolving consumer complaints regarding breakdowns of lines / equipment, failure of transformers etc., resulting in interruptions in power supply. These complaints should be given prompt and effective response. The Commission also directs GESCOM to analyse the nature of complaints registered and take action to minimize the number of complaints.

It is also imperative that necessary steps are taken to continuously sensitize the field-staff about efficient handling of consumer complaints apart from improving their general efficiency.

**The Commission reiterates its directive to the GESCOM to periodically publish the complaint handling procedures / contact number of the Centralized Consumer Service Centre in the local media, continue to host it on its website and also publish it through other modes, for the information of public and ensure that all the complaints of consumers are registered only through the Centralized Consumer Service Centre for proper monitoring and disposal of complaints registered. The compliance in this regard shall be furnished once in a quarter regularly, to the Commission.**

**9. Directive on Energy Audit:**

The Commission had directed the GESCOM to prepare a metering plan for energy audit to measure the energy received in each of the Interface Points and to account 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 percent in the towns / cities having a population of over 50,000, where it is above this level.

The Commission had directed all the ESCOMs to complete installation of meters at the DTCs. 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 the work.

**Compliance by the GESCOM**

**Energy Audit:**

The Energy Audit Cell is formed at Corporate Office to monitor the losses at various voltage levels. Energy audit of the 11 kV feeders and DTCs, which are metered, is conducted. The energy audit of major Cities / Towns is also being monitored. The remedial measures for reducing energy losses in the high loss-making distribution areas are being taken up. The O&M field officers are directed to monitor and study the reasons for increase in loss and instructed

to take the action to bring down the same. Divisional level Officers are conducting the meetings regularly to review the Energy Audit. The Consolidated information is being collected from O&M Divisional Office by the Energy Audit Cell, Corporate Office GESCOM. Efforts are made in completing the tagging of consumer installation which are newly serviced and temporary installation at feeder level and DTC levels. This has been monitored by IT cell and Energy audit cell Corporate office. The information obtained from this cell is analyzed and remedial action is taken up for improving billing and collection efficiency. Most of the installations are metered under DDUGJY schemes. District-wise / Division Tender has been awarded for replacement of Electromechanical / DC / MNR meters by static meters. The work of replacement of about 4,34,851 meters is awarded and replacement of 2,01,665 no. of meters is in progress and the balance will be completed by the end of December 2019. About 24,41,497 installation consumer databases are updated with mobile Nos.

GESCOM has furnished the comparative statement of losses recorded in Towns and Cities for FY19 and FY20 (up to September 2019).

GESCOM has stated that there are 1,05,296 DTCs existing in GESCOM and 83,436 have been metered and the balance to be metered is 21,860.

GESCOM has furnished the details Energy Audit of 11 kV lines, DTCs, Towns / Cities and Division-wise.

#### **Continuous Monitoring of Feeder Distribution losses:**

Reduction of losses is the most important tool in the Business of Distribution of Power Supply. However, identifying the exact area of energy leakage is possible only if the distribution losses are monitored regularly i.e., the Feeders Levels and Distribution Transformer Levels. This will enable us to monitor the distribution losses to the smallest possible infrastructure level and take remedial action for plugging leakage and reducing distribution losses.

NJY Feeders having huge T&D losses are inspected by the O&M Staff and Vigilance Staff every month.

Continuously O&M staff is keeping vigilance on all NJY feeders for hooking by any of the IP set consumers. This has resulted in reduction in T&D loss is below 15%.

Apart from this, under DDUGJY scheme as on 31.10.2019, reconductoring of 1,987.35 kms of 11 kV line, 541.86 kms of LT line has been carried out, 3,103 Nos of new DTC provided and replacement of 2,63,581 Nos of electromechanical meters by static meters is being carried out and 850.40 kms LT AB cable has been provided. Also, bifurcation of 248 Nos of feeders with mixed load to Exclusive IP feeder and NJY has been carried out. Under IPDS scheme, as on 31.10.2019, conductoring of 262.72 kms of 11 kV line, 660.20 kms of LT conductoring, 820.02 kms AB cable has been provided. All these system strengthening works also contribute to reduction of T&D losses significantly.

Efforts in continuous monitoring of the Energy sales and distribution losses on the 11kV feeders have resulted in reduction of distribution losses for FY19 where the losses have reduced to 14.41% as compare to 16.39% in FY18. A better management of the purchased power and minimizing of losses will save several Crores. From an assessment, Company can save around Rs. 30-35 Crores by reduction of 1% of distribution loss.

GESCOM has furnished the comparative statement of losses recorded in Towns & Cities for the FY19 as against the FY18.

#### **Commission's Views:**

The Commission had directed GESCOM to submit the monthly energy audit reports of cities / towns with detailed analysis regularly, to the Commission. The Commission notes with displeasure that GESCOM has not submitted the monthly energy audit reports with detailed analysis regularly to the Commission. From the data of energy audit of major Towns and Cities it is observed that, the losses in few towns are still high. GESCOM has not furnished the analysis made in that respect and the action plan initiated for reducing the losses in such Towns and Cities. The GESCOM needs to conduct energy audit of identified cities / towns and on the basis of energy audit results, **initiate necessary action to reduce the distribution losses and improve**

**collection efficiency so as to achieve the targeted AT & C loss of less than 15 per cent in all towns. The GESCOM is directed to conduct energy audit and submit compliance thereon every quarter, regularly to the Commission.**

In the previous year's Tariff Filing, GESCOM has informed the balance number of DTCs to be metered as 21,334 with 95,629 number of existing DTCs and informed that the balance will be metered by March 2019. As per the data furnished in the present Tariff Filing, GESCOM is informing that the balance number of DTCs to be metered as 21,860 with 1,05,296 number of DTCs existing and informs that the balance will be metered by 31.03.2020. This shows that, the GESCOM has not completed the metering of the balance DTCs even after a lapse of one year and simply making commitments without acting.

Despite completion of metering of 83,436 number of DTCs and most which is having AMI – Automatic (Advanced) Meter Reading Infrastructure, the GESCOM has not furnished the analysis of the metered DTCs. GESCOM has failed to furnish the energy audit reports for the number of DTC's metered expressing the problems with communication, incomplete tagging of consumer installations with the respective feeders / DTCs and other issues. Similarly, GESCOM has not furnished the information on the month-wise energy audit of all the 11 kV lines operating in its jurisdiction regularly to the Commission.

It is observed that, GESCOM is mechanically repeating its claim of resolving the issues relating on tagging of consumer installations and software from the last several years. It is evident that the GESCOM is not serious about conducting energy audit of 11 kV lines and DTC level energy audit and run its business on commercial principles. GESCOM has not acted promptly in resolving early, the issues relating to tagging / software integration and in adopting accounting / auditing of energy as its core function, in spite of spending huge money on RAPDRP project, the TRM and many other software. The stakeholders have also questioned during public hearing, the rationale of incurring huge expenditure on DTC metering without any benefit to the system or consumers. The action taken by the GESCOM in the matter, so far, is not satisfactory and the Commission views with displeasure this delay

in completing the tagging of consumer installations and taking up energy audit of all the feeders and metered DTCs.

The GESCOM is directed to take up energy audit of all the 11 kV feeders, DTCs, which are said to be metered and the energy audit of major Cities / Towns and take remedial measures for reducing energy losses in the high loss-making distribution areas. **The compliance in respect of energy audit conducted along with the details of analysis and the remedial action initiated to reduce loss levels, shall be regularly submitted to the Commission on a quarterly basis.**

**The Commission directs GESCOM to conduct workshops at the Division Office level, for educating the officers of all cadres on the importance of conducting the feeder-wise, DTC-wise energy audit, etc.,** and motivating them to take action to reduce the losses in their areas, address issues relating to consumer tagging, recognise the importance of metering of installations and maintaining the meters in good condition, strictly servicing all the new installations by providing appropriate energy meters, maintaining energy meters provided to the DTC's, Metering of Street light installations, Replacement of electro-mechanical meters etc.,

**An action plan on conducting such workshops shall be submitted by GESCOM within 60 days from the date of this order.** The feeder-wise and DTC-wise energy audits shall be reviewed in the review meetings at the Circle level every month. Copy of the proceedings of such meetings shall be sent to the Commission for information and further review.

**The Commission does not find the reasons submitted by GESCOM for not conducting / analysing and taking remedial action on the energy audit in respect of Towns and Cities, 11 kV lines, DTC's and LT lines, as justifiable and directs GESCOM to submit the consolidated energy audit report for the FY20 before 30<sup>th</sup> June, 2020, as per the formats prescribed by the Commission.**

**10. Directive on Niranthara Jyothi – Feeder Separation:**

The GESCOM was directed to furnish to the Commission, the programme of implementing 11 KV taluk-wise feeders' segregation with the following details:



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

**Compliance by the GESCOM:**

GESCOM has commissioned all the feeders taken up under NJY scheme phase -1, phase - 2 and phase 3 and feeder which have not completed in NJY are taken up in DDUGJY schemes.

GESCOM has taken the DDUGJY project for strengthening / improvement of its distribution system. The feeders / villages which are not covered under NJY are also covered under DDUGJY and has furnished the progress.

GESCOM has taken up assessment of IP set Consumption as per Commission's prescribed format and furnished the summary for FY19 and FY20 till September 2019, in its Tariff filing.

The assessment of IP set consumption April-18 to March-19 and April-19 to September-19 is submitted to the Commission as per the prescribed format. The details of assessed consumption of agriculture feeders and sale Energy to IP sets in the prescribed format has been furnished in Annexure-3.

GPS survey is carried out to identify the dried / defunct / disconnected – 5,615 Nos, unauthorized IP sets and in-service IP sets and has been submitted to Hon'ble KERC in prescribed format.

**Commission's Views:**

The Commission notes that the GESCOM has commissioned all the feeders taken up under NJY scheme phase -1 but has now informed that, out of the 5 feeders pending in phase – 2, two (2) feeders are taken up under DDUGJY scheme and work for two (2) feeders are not required. GESCOM has not furnished the status of one (1) more feeder. GESCOM has commissioned only 221 feeders out of the proposed 273 feeders segregation work under DDUGJY scheme and has not furnished the status of feeders segregation in the third phase of NJY scheme. Hence, there is an inordinate delay in

completion of the feeder segregation (NJY / DDUGJY) works which has resulted in non-realization of envisaged benefits to the organization, as per the DPR.

Therefore, the GESCOM is directed to commission all the remaining feeders taken up under phase-3 of NJY if any and DDUGJY as per the stipulated timeline of the sanctioning / monitoring authority and thereafter to carry out the feeder-wise analysis to ensure that the objectives set out in the DPR are accomplished.

Further, the GESCOM shall ensure that, any illegal tapping of NJY feeders by the farmers for running their IP-sets should be stopped. Failure to stop this illegal activity will defeat the very purpose of feeder segregation works undertaken at huge cost and therefore, the GESCOM needs to take stern action on such offenders. Further, the field officers / officials who fail to curb illegal tapping shall be personally held responsible for these irregularities.

**The Commission has observed an increase in IP set consumption in FY19. The GESCOM should strictly monitor the implementation of the regulated power supply scheme to IP feeders and take necessary corrective action if the same is faulty.**

**Since the Commission has observed that, GESCOM has segregated substantial number of feeders under different phases of NJY and other schemes / routines work flows, therefore, the Commission directs the GESCOM to continue to report every month, the specific consumption and the overall IP set consumption, only on the basis of the data from energy meters installed to the agricultural feeders, as per the prescribed formats. Any data furnished based on other assumption will not be considered by the Commission.**

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

**11. 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 Irrigation 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.

**Compliance by the GESCOM:**

A detailed project report for replacement of old inefficient pump set by energy efficient pump sets connected to 11 kV Chincoli feeder emanating from 33 / 11 kV Revur Substation, duly making provision in capex budget is submitted to Commission for approval. The cost of project is Rs.3.88 Crores.

Abstract of the DPR is as follows:

- |                       |   |  |
|-----------------------|---|--|
| 1. O&M Division       | : | Division-1, Kalaburagi.  |
| 2. O&M Sub-Division   | : | Chowdapur.   |
| 3. Name of the Taluka | : | Afzalpur.  |
| 4. Details of feeder  | : | Peak load 86 Amps,<br>Connected Load - 4.02MW,<br>Approximate length of the feeder -<br>46 km. |
| 5. No of pump sets    | : | 758 Nos.   |
| 6. Cost of project    | : | Rs. 3.88 Crores  |
| 7. Savings            | : | Calculated energy- 1,243.11 MWH,<br>Cost of saving - Rs.76.65 Lakhs.                           |
| 8. ROE                | : | 5 years.   |

GESCOM has furnished the T&D loss statement of the proposed 11 kV feeder under Agri- DSM for the period from FY18 to FY20 up to November 2019 in its replies to the preliminary observations.

**Commission's Views:**

The GESCOM has proposed to implement DSM measures in its jurisdiction on one of the 11 kV feeder. As per the data furnished in the replies to the

preliminary observation, the Commission observes that the existing energy loss in the proposed Feeder during FY18 is 10.76%, in FY19 it is 11.82% and during FY20 till November 2019 is 12.28%.

As per the data of 11 kV feeder-wise energy audit furnished by GESCOM, it has furnished that, there are about 30 feeders in its jurisdiction having losses between 20% to 30%. There is a huge potential for energy saving in the agricultural sector, in such Feeders, which needs to be tapped as early as possible to derive the benefits of the same on completion of the project. The GESCOM has not furnished the detailed calculations on the energy savings, percentage loss reduction envisaged in its DPR.

Therefore, the Commission opines that the GESCOM shall consider a 11 kV feeder having high losses while implementing DSM measures instead of considering the feeder having low losses. The GESCOM should accord highest priority for implementation of DSM measures with a view to conserve energy and also to reduce subsidy burden on Government and its cross-subsidising consumers.

**Hence, GESCOM should identify the area properly and take up agricultural DSM initiatives in its jurisdiction and re-submit the suitable proposals to the Commission with detailed analysis, for approval of the Commission.**

## **12. Directive on Lifeline Supply to Un-Electrified households:**

The Commission had 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 had directed that the data of un-electrified households could be obtained from the concerned Gram Panchayats and the action plan be prepared based on the data of un-electrified households.

**Compliance by the GESCOM:**

GESCOM has achieved 100% electrification by providing power supply to all villages covered under GESCOM jurisdiction through various schemes like Saubhagya, Gram Swaraj Abhiyan and DDUGJY. Village electrification under SAUBHAGYA Scheme has achieved 100% and power supply to the remaining 9.33% household yet to be arranged by creating infrastructure.

GESCOM furnished the progress of lifeline supply to Un-electrified Households covered under DDUGJY, Saubhagya Scheme and GSA - Gram Swaraj Abhiyan.

**Commission's Views:**

The Commission notes and appreciates the work of completion of electrification of un-electrified households under DDUGJY and GSA - Gram Swaraj Abhiyan scheme. However, it is observed that, GESCOM, in its previous Tariff Filing had informed that, the balance number of un-electrified households identified in the Saubhagya scheme will be completed by the target date of 31.03.2019. As per the data furnished in the present Tariff Filing, the Commission observes that, the GESCOM has to electrify a substantial number viz., 6,041 (9.33%) un-electrified households by creating infrastructure and has not mentioned the likely date of completion of the scheme. GESCOM also has not furnished the stipulated time line prescribed in the scheme. GESCOM needs to hasten up the progress of electrification of 6,041 numbers of un-electrified households and completion of the project shall be as stipulated by the project sanctioning / monitoring authority.

If the work is not completed as per the target, it results in substantial number of households remaining without electricity. The GESCOM should speed up the electrification work of un-electrified households and implement this programme with vigor by obtaining appropriate approvals, wherever necessary to complete the task within the timeframe, in order to ensure that the people are provided with the basic need of electricity.

**The GESCOM is therefore, directed to expedite the task of providing electricity to all the un-electrified households within the targeted period and report compliance to the Commission giving the details.**

**13. Directive on Implementation of Financial Management Frameworks:**

The present organizational set up of the ESCOMs at the field level appears to be mainly oriented towards maintenance of power supply without a corresponding emphasis on realization of revenue. This has resulted in a serious mismatch between the power supplied, expenditure incurred and the revenue realized in many cases. The continued inability of the 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 of approach by the ESCOMs, so that the field level functionaries are made accountable for ensuring realization of revenues vis-à-vis the input energy supplied to the jurisdiction of Sub-Division / Division.

The Commission had therefore directed the GESCOM to introduce a system of Cost Revenue Centre Oriented Sub-Divisions at least in two Divisions, on a pilot basis, in its operational area and report the results of the experiment to the Commission.

**Compliance by the GESCOM:**

GESCOM has identified the Sub- Divisions and Divisions collecting the required rate of ARR as per the Tariff Order and has taken remedial measures to ensure full recovery of ARR with reference to the energy drawn by the Sub-Division / Division. July to Sept Quarter- 2, 2019 has been submitted to the Commission.

As per the direction issued during Public hearing on the Tariff Petition of GESCOM held at Kalaburagi for the FY18-19 by the Commission, the GESCOM action for recovery of available balance in the ESCROW / Bank accounts of the Gram Panchayats / Urban local bodies, an amount of Rs.79.31 crores & Rs.18.68 crores were collected from Rural Bodies and Urban Local Bodies respectively in two months during Feb to March-2019.

After these recoveries, the bank account balance was nil excluding the salaries / interest credit for which the PDO's have sought direction from their higher up's for releasing against electricity dues.

The recovery efforts under the Rural Local Bodies and the Urban Local Bodies are continued in FY20 also. However, the PDO's are said to be waiting for the yearly action plan to be finalized for issue of cheques / crediting to GESCOM accounts under PRIA soft procedure.

But the main issue relating to the outstanding dues in RLB is the non-allocation of grants in commensurate with the monthly electricity charges as such there is accumulation of dues on an annual basis.

The progressive collection RLB & ULB from April 19 to 24<sup>th</sup> Nov19 amounting of Rs.15.68 Crores in respect of Rural Local Bodies and Rs.89.33 Crores in respect of Urban Local Bodies.

**Commission's Views:**

**The compliance indicated above only revolves around recovery of arrears from RLBS and ULBs. It has not touched upon the action taken by GESCOM to implement the Financial action plan in improving the revenue vis-à-vis the energy input by fixing responsibility on the Divisions and Sub-Divisions. The Commission notes with displeasure that the GESCOM has not implemented the financial framework model with the letter and spirit. GESCOM has not submitted any analysis Divisions / Sub-Division wise to bring accountability on their performance in terms of the quantum of energy received, sold and its cost so as to conduct its business on commercial principles. However, the GESCOM is not submitting the compliance in respect of implementation of Financial Management Framework, on quarterly basis, to the Commission, as directed.**

**The Commission notes that GESCOM has submitted the analysis in its replies to preliminary observations, without setting the targets on various parameters mentioned in the Commissions views section of the previous Tariff Order.**

Without setting the targets and making the analysis of the outcome, GESCOM cannot expect any success in its strategy to conduct its business on commercial principles. Also, the commercial principles for operation of the Company, envisaged in the directives are not extended to the level of the Sub-Divisions. The GESCOM is not submitting the compliance in respect of implementation of Financial Management Framework, on quarterly basis, to the Commission, as directed.

However, the GESCOM has not implemented the model as desired by the Commission and confirms that the GESCOM is not serious about implementing the model on Financial Management Framework in its jurisdiction, for bringing in accountability of its operations but continued to report that it will implement the directive shortly but has done nothing in reality.

The consumers and stake holders have raised concerns about the accumulation of revenue arrears and failure to recover the long-standing arrears is causing adverse financial impact on the GESCOM's cash flows. The Commission directs GESCOM to chalk out a stringent action plan to recover the long-standing accumulated arrears.

The Commission directs the GESCOM to review the performance of the Divisions & Sub-Divisions in terms of the energy received, sold, average revenue realization and average cost of supply using the Financial Management Framework Model developed by it. Further, the GESCOM is directed to continue to analyze the following parameters 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 against each tariff category of consumers.
- c) Target revenue to be collected and achievement under all tariff categories.
- d) Target revenue arrears to be collected.
- e) Targeted distribution loss reduction when compared to previous years' losses.



- f) Comparison of high-performance Divisions in sales with low performance Divisions.
- g) Targeted achievement in performing the energy audit, feeder wise, DTC wise, and the performance in achieving the reduction in energy losses of feeders, DTCs by setting right the lacuna's / issues viz., tagging of consumers properly etc.,

Based on the analysis, the GESCOM needs to take corrective measures to ensure 100 per cent meter reading, billing, and collection, through identification of sub-normal consumption, replacement of non-recording meters etc.,

**The Commission reiterates its directive that the GESCOM shall implement the Financial Management Framework model in its jurisdiction, effectively, to bring in accountability in the performance of the Divisions / Sub-Divisions in the matter 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. GESCOM shall identify the Sub-Divisions and Divisions which are showing high distribution losses and not collecting the required rate of ARR and take remedial measures to ensure full recovery of revenue vis-à-vis the energy drawn by such Sub-Division and Divisions.**

#### **14. Directive on Prevention of Electrical Accidents:**

On a review of the electrical accidents that have taken place in the State during the year 2018-19, it is seen that the major causes of the accidents are due to snapping of LT / HT lines, accidental contact with live LT / HT / EHT lines / equipment in the streets, live wires hanging around the electric poles / transformers, violation / neglect of safety measures, lack of supervision, inadequate / lack of maintenance, etc., posing great danger to human lives.

Considering the above facts, the Commission had directed GESCOM to prepare an action plan to effect improvements, in its distribution network and implement safety measures to prevent electrical accidents. A detailed

Division-wise action plan was required to be submitted by the GESCOM to the Commission.

**Compliance by the GESCOM:**

GESCOM has furnished the details of electrical accidents that have occurred in its jurisdiction during FY20 up to September 2019. The details of action taken in preventing accidents are as detailed below:

Safety awareness programs:

Budget provision has been made under Capex and Special Development Program (SDP) for FY 2019-20, for identification and rectification of Hazardous location.

The Executive Engineers are instructed to utilize this Budget under Capex and SDP by the end of March 2020 to ensure prevention of electrical accidents, in future.

The Executive Engineers of GESCOM have conducted public awareness program in coordination with other Government department like:

- Jatas.
- Display of electric safety banner at various public places.
- Conducted safety program and created awareness among public to use electricity judiciously.
- Identified hazardous location and pledged to rectify the hazardous location.
- Newly recruited linemen are given training regarding the safety measures to be taken while they are working in the field while climbing the pole and attending the line faults and stringing of lines by creating safety zone.

GESCOM has furnished the details of progress of rectification of hazardous locations under Capex and SDP budget heads and the Division-wise identification and rectification of hazardous location in Schools, College and Hostels.

Safety Audit is being conducted pole wise by selecting 11kV feeders from each Division. Identified defects are rectified as per the safety audit manual issued by Hon'ble KERC.

GESCOM has taken steps to reduce and prevent electrical accident while carrying out the work on the distribution network by the field staff by providing safety gear and giving appropriate training to adhere to safety aspects / procedure so that they carry out their work safely / effectively. The necessary circulars are issued in this regard.

Safety Awareness Programmes for Linemen are conducted in all O&M Divisions and Sub-Divisions. The GESCOM management is trying its best to protect safety of every linemen, to reduce the accidents in the field / distribution network. Many programs like Suraksha jata's, safety day / week, Vidyuth Surakshata Jagruti Abhiyana etc., have been arranged to bring awareness among GESCOM employees and its esteemed consumers. GESCOM is complying with the directive, issued by commission.

#### **The following programs**

- News Paper notification on electrical safety,
  - Indian Express (In English) and Kannada Prabha on 02<sup>nd</sup> June 2019.
  - Indian Express in view of Kargil Vijay Diwas on 26<sup>th</sup> July 2019.
- Electrical safety Jingles have been played from the month of July-19' to September-19 (Total 60days) in RED FM (93.5) Kal Radio in Kalaburagi station,
  - Jingles played from 08:00:00 to 21:00:00 on every day.
  - Frequency per day is 25 times.
  - Electrical safety Jingles playing in Air India Radio Station from 20<sup>th</sup> Sep-19 to 19<sup>th</sup> Oct-19 in Kalaburagi (AM Station-1107KHz), Hosapete (100.5 FM Station) and Raichur (102.1 FM Station).
- Painting Competitions,
  - Conducted in five Government / Aided Schools and one Fine Arts College in Kalaburagi.
  - Also conducted for KPTCL and GESCOM corporate office employee's children.

- Taken pledge on Electrical safety in all schools and college.
- Number of students participated in competition was: 470Nos.
- Number of students got awareness: 1,200Nos.
- Instructions given to all EEs to scale up in all Districts.
- Painting Exhibition,
  - Conducted Painting exhibition in Fine Arts College.
  - Conducted Painting exhibition in GESCOM corporate office, Kalaburagi and cash prizes were distributed to all winners (Students) on Independence Day (15th Aug 2019) celebration.

A total of Rs.2,000.33 Lakhs of under Capex and 3,807 lakhs under SDP program for FY20 has been allocated for identification & Rectification of Hazardous location (& Transformer centres on foot path). Out of which Rs.894.9 lakhs under capex and 1,488.41 lakhs under SDP has been utilized to rectify 806 & 610 Hazardous locations up to Oct-19 respectively. The details of the hazardous locations identified and rectified are furnished and balance hazardous location identified will be rectified at the earliest.

GESCOM has furnished the summary and Analysis on the reports submitted by the Electrical Inspectorate for FY20 up to Sept-2019 giving the details fatal and non-fatal accidents of departmental and non-departmental personnel and animals. It has also furnished the abstract of fatal and non-fatal accidents due violations of Central Electricity Authority (Measures relating to Safety & Electric Supply Regulation) 2010.

As per Electrical Inspectorate, major reasons for accidents occurred are due to violation of regulations governing maintenance of overhead lines and providing protection systems for overhead lines.

Also, many accidents have occurred due to violation of regulations governing safe use of electricity by consumers and safe transportation of materials near electric lines.

#### **Actions Taken to Prevent Accidents:**

- All field officers are instructed to conduct proper supervision of installation and construction of electric lines / apparatus. And EEs / SEE / CEEs are monitoring the works.

- Operational healthiness of lines / equipment protection circuits / relays is being monitored in all periodical meetings of field officers and co-ordination meetings held with KPTCL Officers.
- Periodical calibration of all relays of 11 kV, 33 kV lines in GESCOM's 33 / 11 kV sub-stations are being carried out by GESCOM RT staff. KPTCL officers are being persuaded to calibrate relays & protection systems of distribution lines at their sub-stations.
- Electromechanical relays are being replaced by Electronic / Numerical relays wherever necessary.
- MRT Executive Engineers are monitoring effective relay testing & calibration.
- Awareness being created among consumers and field staff to maintain healthy service wires and see that service wires swaying in air don't come in contact with metal sheets / rods / angles / stone roof which will cause damage to service wire and may lead to electrical accidents.
- All field staff working on lines / apparatus is provided with safety tools and equipment's like gloves, Safety belts, Shoes, Helmets, Earthing rods, Ladders, Line live testers.
- Field staff trained in safety workshops held at Divisional levels and mock drills to use safety gear and maintain safety equipments in sound and working condition.
- Field staff trained periodically to use safety gear and work on lines by creating safety zones.
- All LM / JLM / SO etc., have been instructed to use correct rated fuse wires to replace whenever existing fuses fuse-out and while attending FoC complaints.
- O&M CEE / SEE / EEE / AEEEs and Vigilance SP / DySP / PSI are informed to conduct surprise inspections to monitor use of safety tools and devices and practicing of safe methods by field staff. Erring field staffs are penalized as per this office circular No CYS-273 dated: 29.09.2019.
  - Number of officers carrying out surprise inspections = 85.
  - Surprise inspections carried out up to November-19 = 581.
  - Corporate Office circular has been issued vide No., cys-273 dated 20.09.2019 to ensure effective utilization of safety materials and

- inspection by Chief Engineer Ele., level to AEE level to impose penalty of Rs.1000/- wherever safety equipments are not used by maintenance staff while working on the line
- MCCB provided on secondary side of transformers at DTC centres in towns and cities.
  - LT protection kits with rated fuses are provided in rural & urban areas.
  - All Field staff are trained and instructed to maintain transformer neutral and grounding as per norms.
  - To maintain always healthy DC supplies at substations aged battery sets and battery chargers are being replaced by new maintenance free battery sets and new battery chargers (Tender under process).
  - Budget of Rs 2,000.33 Lakhs and Rs 3,807 Lakhs under CAPEX and SDP for identification and rectification of hazardous locations by doing safety audit of distribution system. Up to Nov-19, Rs 894.9 Lakhs and Rs 1,488.41 Lakhs expenditure made under CAPEX and SDP respectively.
  - Field staff and supervising staff are directed to increase the efforts to identify and rectify hazardous locations on all feeders and take up suitable action to maintain distribution system as per norms by providing intermediate poles / I-beams / towers wherever necessary to maintain clearances of overhead lines from ground / buildings as per norms.
  - Awareness among general public created through advertisements of Do's and Don'ts of safety through daily newspaper and special issue magazines, pamphlets, radio jingles, street campaigns / Suraksha jatha, painting competitions and exhibition of paintings at school / colleges.
  - To maintain clearances of buildings from overhead lines & apparatus, DTCs etc., as per norms.
  - Field staff and contractors instructed to construct electric lines, establish new DTCs duly maintaining adequate clearances as per norms.

- To transport materials near overhead lines only after informing GESCOM staff and do not store materials near / below overhead lines which may lead to electric accident / fire.
- To not to use grid AC supply for electric fencing. Solar fencing wherever needed to be installed through reputed and authorized solar fence providing firms and maintained as per norms
- Till now Rs.12.14 Lakhs expenditure made on consumer awareness programs regarding electrical safety, Electricity conservation etc.
- Discussions held with customers at regular customer interaction meetings regarding electrical safety, Electricity conservation etc.
- Field staff and supervising staff are directed to maintain unused or idle overhead lines as that of live lines or else decommission the idle lines which not required any more.

#### **Commission's Views:**

The Commission takes note of the various remedial measures including rectification of hazardous installations in its distribution network have been taken by the GESCOM. However, despite these measures, the rate of fatal electrical accidents involving human, animal and livestock is on an increase, which is a matter of serious concern to the Commission. The frequent occurrence of electrical accidents indicates that there is an urgent need for identification and rectification of hazardous installations, more systematically and regularly. Therefore, the GESCOM should continue to focus on identification and rectification of all the hazardous installations including streetlight installations / other electrical works, under the control of local bodies to prevent electrical accidents. The Commission has taken note on the efforts made by in organising the awareness programmes etc., However, GESCOM should continue to take up awareness campaigns through visual / print media on safety aspects relating to electricity among public.

The Commission is of the view that, GESCOM should carry out more effective periodical maintenance works, continue to provide and install LT protection to distribution transformers, and also ensure use of safety tools & tackles by the field-staff, besides imparting necessary training to the field-staff at regular intervals.

The Commission is also of the view that the existence of hazardous installations in the distribution network is evidently, because of the sub-standard works carried out by GESCOM without adhering to the best & standard practices in construction / expansion of the distribution network. The GESCOM needs to continue to conduct regular safety audit of its distribution system and to carryout preventive maintenance works as per schedule of the Safety Technical Manual issued by the Commission to keep the network equipment in healthy condition. GESCOM should also take up regular inspection of consumer installations especially Irrigation pump houses, cow sheds and buildings under construction to identify hazardous installations, educate the consumers of the likely hazard and persuade them to take up rectification.

The Commission further notes that the hazardous locations pending rectification in the area of GESCOM is as huge as 2,494 (1,036 + 541 + 917) as at the end of October 2019. GESCOM shall check out a strategic action plan to rectify all the pending hazardous locations and submit an action plan to the Commission within 3 months of the date of this Order along with nullifying the hazardous locations in its area.

**The Commission, 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 under an action plan to prevent and reduce the number of electrical accidents occurring in its distribution system. Further, it shall also focus on rectifying hazardous consumer installations. Any lapse on the part the concerned officers / officials should entail them to face disciplinary action for dereliction of their duties.**

**GESCOM shall submit an action plan for reducing the accidents in GESCOM area, within 3 months of the date of this Order. The compliance thereon shall be submitted to the Commission every quarter, regularly.**