

CHAPTER-2

Compliance to Commission's Directives

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Compliance to Commission's Directives

The following directives are issued by the Commission:

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

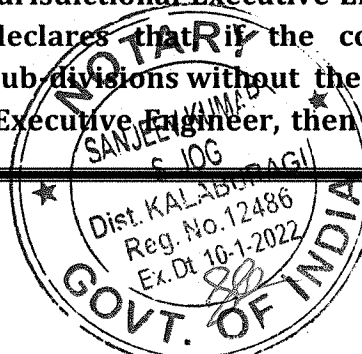
Commission's Views:

The GESCOM has submitted the details of consumer interaction meetings conducted in its jurisdiction for 1st and 2nd quarter of FY19. It is observed that in Raichur district, out of 9 sub-divisions CIM was conducted in 1 and 3 sub-divisions during May and June, 2018, respectively. The Commission also notes that at some places the number of complaints resolved are more than the number of complaints received. During Public hearing the consumers' complained that the CIMs are not being chaired by neither SE / EE and the meeting details are not being uploaded on the website.

The Commission in the KPTCL and ESCOMs' Review Meeting held on 16.11.2018, had reiterated its directions to 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 that the submissions made by GESCOM that, such meetings are being conducted on a single day i.e., on 3rd Saturday of every month in its entire area covering all the sub-divisions. In the preliminary observations, the Commission had raised a concern that, if such meetings are conducted on only one day of the month in its entire area covering all sub-divisions, it is not clear as to how the SEE or EE could attend and chair all such meetings, as directed by the Commission. The Commission had directed GESCOM to clarify this by furnishing the details, indicating the dates on which the meetings were conducted and the officers who has chaired the CIMs for FY18 and 1st and 2nd Quarter FY19. GESCOM has not furnished the details as desired by the Commission, instead, has furnished the details in the form of the summary, in its replies.

The Commission is of the view that the dates of such meetings in the sub-divisions should be staggered in a quarter, so that the senior officers such as the Superintending Engineer or the Executive Engineer can chair the meetings and are able to redress all the complaints relating to supply of electricity. Accordingly, the GESCOM is directed to conduct consumer interaction meetings at the sub-divisions on different designated dates. Further, the Commission desires that, such meetings are strictly chaired by either the jurisdictional Superintending Engineer or the jurisdictional Executive Engineer and no other officer. The Commission also declares that if the consumer interaction meetings are conducted in the sub-divisions without the participation of the Superintending Engineer or the Executive Engineer, then it will be considered

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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 or the Executive Engineer, as the case may be who fails to conduct such meetings.

The Commission also reiterates its directive to the GESCOM to conduct consumer interaction meetings chaired by either the jurisdictional Superintending Engineer or jurisdictional Executive Engineer once in a quarter, to redress the consumer grievances relating to supply of electricity. 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.

In addition to the quarterly meetings to be chaired by the jurisdictional SEE or the jurisdictional EE, the concerned Asst. Executive Engineer shall continue to conduct the CIM on third Saturday of every month, so as to attend to the grievance of the consumers, as is being done in GESCOM as reported in the tariff filing.

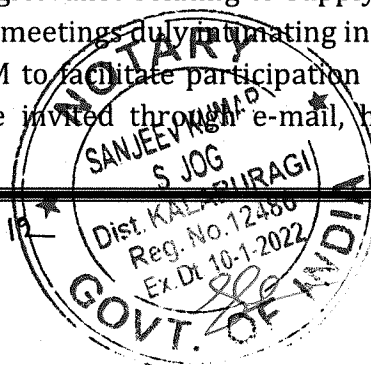
Further, the proceedings of the meetings shall be uploaded on the website after every CIM. Also, it was brought to the notice of the Commission that the concerned officers were not available in the office during scheduled working hours. The Commission hereby directs that visiting hours should be fixed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

A compliance report (Quarterly) shall be submitted to the Commission regularly in the format given below, along with a copy of the proceedings of each meetings:

Sl. No.	Name of the Circle	No., of Sub divisions existing	No., of Sub divisions in which CIM is conducted	Name of the Sub division	Date on which CIM conducted	Name & designation of the Officer Chairing the CIM	No. of Consumers attended	No of Complaints Received	No., of Complaints disposed	Closing Balance
1	2	3	4	5	6	7	8	9	10	11

Compliance of the GESCOM:

As per directives issued by the Hon'ble Commission in the Tariff Orders 2019 and 2020 and the earlier Tariff Orders, GESCOM is conducting Consumers Interaction Meeting in the O&M Sub-division chaired by jurisdictional SEE's/EEE's once in three months to redress the consumer grievance relating to supply of electricity. In FY-20, the consumers are invited to such meetings duly intimating in advance (at least 3 days prior) of the schedule date of CIM to facilitate participation of maximum number of consumers, The consumers were invited through e-mail, hoisting CIM notices on



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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 SEE or the jurisdictional EE, the concerned Asst., Executive Engineer have conducted CIM on third Saturday of every month, to redress the grievances of the consumers.

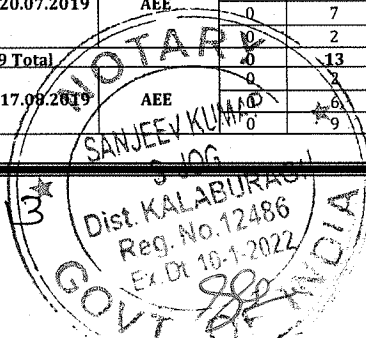
Compliance in this regard including the proceedings, photos and other details of CIM have been reported to Hon'ble Commission regularly on monthly basis and also hoisted in GESCOM website. In FY-21, due to the prevailing COVID-19 pandemic to ensure social distancing, GESCOM is avoiding the CIM from 1st quarter of FY-21. However in the normal practice grievances of the consumers are been resolved immediately as an when the complaints are received by all means and consumers are been informed after attending the same. The GESCOM has noted the views of Hon'ble Commissions in the Tariff order-2020 on the directive of conducting CIM in its jurisdictions and all the concerned officers including SEEs/EEs/AEEs are been instructed to implement this directives. If any Officers i.e., SEE/EE doesn't follow the directions applicable penalty of Rs 1 Lakh per O&M Sub-division/quarter will be levied against the erring officers for such non-compliance at each instance.

Abstract of CIM conducted in GESCOM jurisdiction for FY-20 (Apr-2019 to March-2020) is tabulated as follows:

Table-6

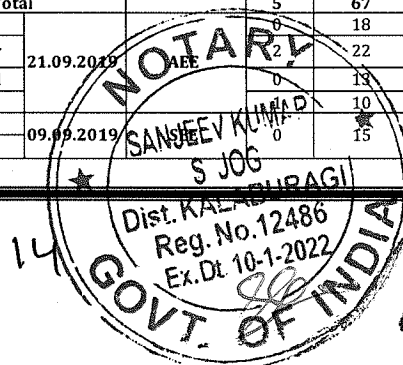
O&M Circle : Kalaburagi (April-2019 to Sept-2019)

Sl No	Name of the Circle	Name of the Division	No. of Sub divisions existing	No. of Sub divisions in which CIM is conducted	Name of the Subdivision (By naming each Subdivision)	Date on which CIM conducted	Name and Designation of the Officer Chairing the CIM	OB	No. of Consumers attended	No of Complaints Received	No. of Complaints disposed	Closing Balance	
1	2	3	4	5	6	7	8	9	10	11	12	13	
					CSC								
				4	CSD-I	11.04.2019	AEE	0	5	5	5	0	
				CSD-III	0			3	3	3	0		
				CSD-II	0			8	6	6	0		
				CSD-IV	0			2	2	2	0		
				4	CSD-I	20.04.2019	SEE	0	5	5	5	0	
				CSD-III	0								
				CSD-II	5			5	5	5	0		
				CSD-IV	0								
				April-19 Total				0	28	26	26	0	
				4	CSD-I	May	SEE	0	CIM NOT CONDUCTED DUE TO ELECTION				
				CSD-III	0								
				CSD-II	0								
				CSD-IV	0								
				4	CSD-I	18.05.2019	AEE	0	4	4	4	0	
				CSD-III	0			4	4	2	2		
				CSD-II	0			8	8	8	0		
				CSD-IV	0			2	2	2	0		
				May-19 Total				0	18	18	16	2	
				4	CSD-I	15.06.2019	AEE	0	4	4	4	0	
				CSD-III	0			3	3	3	0		
				CSD-II	0			8	7	7	0		
				CSD-IV	0			2	2	2	0		
				June-19 Total				0	17	16	16	0	
				4	CSD-I	20.07.2019	AEE	0	2	2	2	0	
				CSD-III	0			2	2	2	0		
				CSD-II	0			7	6	2	4		
				CSD-IV	0			2	2	2	0		
				July-19 Total				0	13	12	8	4	
				4	CSD-I	17.08.2019	AEE	0	2	2	2	0	
				CSD-III	0			6	6	6	0		
				CSD-II	0			9	7	7	0		



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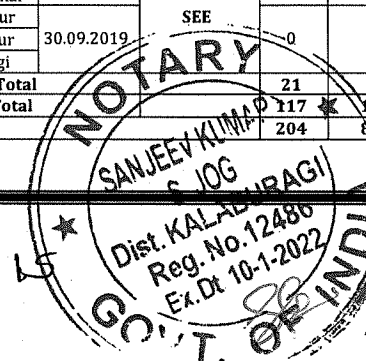
		CSD-IV			0	2	2	2	0		
		August-19 Total			0	19	17	17	0		
4	CSD-I	21.09.2019	AEE	0	2	2	2	0			
	CSD-III			0	3	3	3	0			
	CSD-II			0	9	9	9	0			
	CSD-IV			0	2	2	2	0			
		September-19 Total			0	16	16	16	0		
		CSC Total			0	99	93	93	0		
Division-I	4	Aland Afzalpur RSD Kadganchi	April	SEE	0	CIM NOT CONDUCTED DUE TO ELECTION					
					0						
					0						
					0						
		Aland Afzalpur RSD Kadganchi	May	SEE	0	CIM NOT CONDUCTED DUE TO ELECTION					
					0						
					0						
		Aland Afzalpur RSD Kadganchi	21.04.2019 25.04.2019	AEE	0	25	6	6	0		
					0	35	7	7	0		
					0	Nil					
				April-19 Total			0	60	13	13	0
		Aland Afzalpur RSD Kadganchi	18.05.2019 29.05.2019 18.05.2019 23.05.2019	AEE	0	15	4	4	0		
0	22				6	6	0				
0	20				3	3	0				
0	20				8	8	0				
		May-19 Total			0	77	21	21	0		
Aland Afzalpur RSD Kadganchi	15.06.2019 22.06.2019 15.06.2019	AEE	0	18	3	3	0				
			0	32	8	8	0				
			0	35	3	3	0				
					June-19 Total			0	85	14	14
RSD Kadganchi	30.08.19	SEE	0	4	4	4	0				
			0	3	3	3	0				
RSD Aland	17.08.2019 17.08.2019	AEE	0	22	4	4	0				
			0	10	5	5	0				
		August-19 Total			0	39	16	16	0		
Aland Afzalpur	04.09.2019	SEE/EE	0	20	8	8	0				
			0	28	9	9	0				
RSD Aland	21.09.2019 30.09.2019	AEE	0	29	5	5	0				
			0	10	6	6	0				
		September-19 Total			0	87	28	28	0		
		Division-I Total			0	348	92	92	0		
Division-II	5	Jewargi Yedrami Chittapur Kalagi Shahabad	April	-	NOT CONDUCTED DUE TO ELECTION						
		Jewargi Yedrami Chittapur Kalagi Shahabad	May	-	NOT CONDUCTED DUE TO ELECTION						
		Shahabad	20.04.2019	AEE	3	20	10	9	4		
					3	20	10	9	4		
				April-19 Total			3	20	10	9	4
		Jewargi Yedrami Chittapur Kalagi Shahabad	-	-	NOT CONDUCTED DUE TO ELECTION						
Jewargi Chittapur Shahabad Kalagi	15.06.2019	AEE	1	15	14	15	0				
			2	15	13	13	2				
			0	12	11	11	0				
			3	18	18	18	3				
Chittapur Shahabad	03.06.2019	SEE	0	9	8	8	0				
		June-19 Total			6	69	64	65	5		
Jewargi Chittapur Shahabad Kalagi	20.07.2019	AEE	0	18	17	17	0				
			2	16	16	16	2				
			0	10	10	10	0				
			5	13	13	15	3				
		July-19 Total			7	57	56	58	5		
Jewargi Chittapur Shahabad Kalagi	17.08.2019	AEE	0	20	17	17	0				
			2	13	12	12	2				
			0	18	16	16	0				
			3	16	15	17	1				
		August-19 Total			5	67	60	62	3		
Jewargi Chittapur Shahabad Kalagi Jewargi Yedrami	21.09.2019	AEE	0	18	15	13	2				
			2	22	20	19	3				
			0	13	10	9	1				
			0	10	7	7	1				
Jewargi Yedrami	09.09.2019	AEE	0	15	13	10	3				



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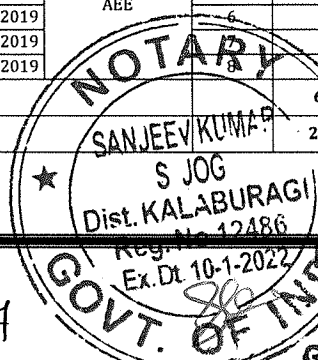
				Chittapur	16.09.2019		0	6	6	6	0
				Shahabad							
				Kalagi	12.09.2019		0	13	9	9	0
				September-19 Total			3	34	80	73	10
				Division-II Total			24	247	270	267	27
			0	Sedam	April		CIM NOT CONDUCTED DUE TO ELECTION				
			2	Sedam	24.04.19	AEE	7	25	6	6	5
				Chincholi	24.04.19		6	28	7	5	8
				April-19 Total			13	53	13	12	14
			2	Sedam	18.05.19	AEE	6	38	7	8	3
				Chincholi	08.05.19		5	40	10	8	7
			0	Sedam	May		NOT CONDUCTED DUE TO ELECTION				
				Chincholi							
				May-19 Total			11	78	17	17	11
			2	Sedam	07.06.19	SEE	4	43	7	5	6
				Chincholi	12.06.19		7	38	8	8	5
				June-19 Total			11	81	15	14	12
			2	Sedam	20.07.19	AEE	6	22	8	8	6
				Chincholi	12.07.19		6	6	8	11	3
				July-19 Total			12	28	16	19	9
			2	Sedam	17.08.19	AEE	6	26	7	7	4
				Chincholi	20.08.19		3	4	6	9	0
				August-19 Total			9	30	13	17	5
			2	Sedam	23.09.2019	SEE/EE	5	30	7	6	6
				Chincholi			2	8	6	6	2
				Sept-19 Total			7	38	13	12	8
				TOTAL			63	308	87	87	63
			4	Yadgir	April		NOT CONDUCTED DUE TO ELECTION				
				Gurumitkal							
				Shahapur							
				Shorapur							
				Hunsagi							
			4	Yadgir	20.04.2019	AEE	5	12	11	10	6
				Gurumitkal	20.04.2019		3	5	5	4	4
				Shorapur	20.04.2019	AEE	4	5	6	5	5
				Hunsagi	29.04.2019		5	6	11	10	6
				April-19 Total			17	28	33	29	21
			5	Yadgir	May		Not Conducted Due to Election				
				Gurumitkal							
				Shahapur							
				Shorapur							
				Hunsagi							
			5	Yadgir	18.05.2019	AEE	6	13	11	12	5
				Gurumitkal			4	5	4	5	3
				Shahapur			3	7	3	3	3
				Shorapur			5	4	5	6	4
				Hunsagi	24.05.2019		6	6	13	14	5
				May-19 Total			24	35	36	40	20
			5	Yadgir	15.06.2019	AEE	5	13	12	12	5
				Gurumitkal	08.06.2019		3	4	6	7	2
				Shahapur	15.06.2019		3	4	4	5	2
				Shorapur	25.06.2019		4	4	4	5	3
				Hunsagi	18.06.2019		5	6	12	12	5
				June-19 Total			20	31	38	41	17
			5	Yadgir	11.07.2019	SEE	5	9	9	10	4
				Gurumitkal			2	3	3	3	2
				Shahapur	20.07.2019	AEE	2	6	3	2	3
				Shorapur	25.07.2019		3	8	10	8	5
				Hunsagi	18.07.2019		5	6	12	13	4
				July-19 Total			17	32	37	36	18
			5	Yadgir	17.08.2019	AEE	4	7	7	6	5
				Gurumitkal			2	5	4	3	3
				Shahapur			3	8	8	7	4
				Shorapur	19.08.2019	SEE	5	8	10	11	4
				Hunsagi			4	4	11	10	5
				August-19 Total			18	32	40	37	21
			5	Yadgir	26.09.2019	AEE	5	9	3	6	2
				Gurumitkal	21.09.2019		3	4	3	3	3
				Shahapur	30.09.2019		4	5	3	3	4
				Shorapur			4	5	5	5	4
				Hunsagi	24.09.2019		5	5	12	11	6
			5	Yadgir	26.09.2019	SEE	0	12	10	10	0
				Gurumitkal							
				Shahapur							
				Shorapur	30.09.2019		0	25	25	20	5
				Hunsagi							
				Sept-19 Total			21	37	61	58	24
				Yadgir Total			204	844	695	608	291

O&M Kalaburagi Circle



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				20/04/2019	AEE	Due to election Code of Conducting CIM is Not conducted				
				18.05.19	AEE	8	3	0	3	
				16.06.19	AEE	11	3	0	3	
				20.07.19	AEE	13	3	0	3	
				17.08.19	AEE	9	2	0	2	
				21.09.19	AEE	14	3	0	3	
				20/04/2019	AEE	Due to election Code of Conducting CIM is Not conducted				
				18/05/2019	AEE	15	8	0	8	
				15/05/2019	AEE	12	10	3	7	
				20/07/2019	AEE	10	9	0	9	
				17/08/2019	AEE	8	8	0	8	
				21/09/2019	AEE	9	9	0	9	
				20.4.19	AEE	As per direction of Corporate Office and division office instruction through Email dated 11.4.19, in April month CIM was not conducted due to election code of conduct				
				18.5.19	AEE	10	8	7	1	
				15.6.19	AEE	12	7	5	2	
				20.7.19	AEE	9	6	6	0	
				17.8.19	AEE	13	10	8	2	
				21.8.19	AEE	11	10	8	2	
Toatl							110	48	62	
Urban Division Hosapet										
				USD 1	April-19	AEE	Meeting not conducted due to Election code of conduct			
				USD2		AEE				
				USD 1	18.05.19	AEE	7	5	5	0
				USD2	18.05.19	AEE	10	2	2	0
				USD 1	15.06.19	AEE	8	2	2	0
				USD2	15.06.19	AEE	8	3	3	0
				USD 1	20.07.19	AEE	8	3	3	0
				USD2	20.07.19	AEE	10	4	3	1
				USD 1	17.08.19	AEE	9	2	2	0
				USD2	17.08.19	AEE	7	2	2	0
				USD 1	21.09.19	AEE	8	4	4	0
				USD2	21.09.19	AEE USD2	11	2	2	0
Total							29	28	1	
Rural Division Ballari										
				RSD Ballari	20.04.2019	AEE	5	5	5	0
				Sandur	20.04.2020	AEE	3	3	0	3
				Sirugupppa	20.04.2019	AEE	1	1	0	1
				RSD Ballari	18.05.2019	AEE	4	4	4	0
				Sandur	18.05.2019	AEE	3	3	0	3
				Sirugupppa	18.05.2019	AEE	4	4	4	0
				RSD Ballari	15.06.2019	AEE	5	5	5	0
				Sandur	15.06.2019	AEE	3	3	3	0
				Sirugupppa	15.06.2019	AEE	4	4	4	0
				RSD Ballari	20.07.2019	AEE	5	5	0	5
				Sandur	20.07.2019	AEE	2	2	0	2
				Sirugupppa	20.07.2019	AEE	7	5	4	1
				RSD Ballari	17.08.2019	AEE	6	5	3	2
				Sandur	17.08.2019	AEE	2	2	0	2
				Sirugupppa	17.08.2019	AEE	5	5	5	0
				RSD Ballari	20.09.2019	AEE	4	4	0	4
				Sandur	21.09.19	AEE,	2	2	0	2
				Sirugupppa	27.09.19	SEE	10	10	8	2
Total							75	72	45	27
Urban Division Ballari										
				CSD1	20/04/2019	AEE	6	6	0	6
				CSD1	18/05/2019		6	5	0	5
				CSD1	15/06/2019		7	6	0	6
				CSD1	20/07/2019		5	4	0	4
				CSD1	17/08/2019		6	6	0	6
				CSD1	21/09/2019	5	5	0	5	
				CSD2	20/04/2019	AEE	8	6	0	6
				CSD2	18/05/2019		7	6	0	6
				CSD2	15/06/2019		9	7	0	7
				CSD2	20/07/2019		6	6	0	6
				CSD2	17/08/2019		5	0	0	5
				CSD2	21/09/2019		5	0	0	5
				CSD2	21/09/2019		6	5	0	5
Total							67	0	67	
Bellary Circle Total							24	78	165	

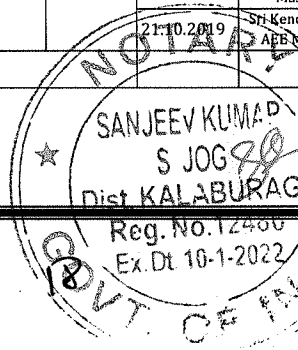


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O&M Circle : Raichur (April-2019 to Sept-2019)

Sl. No.	Name of the Sub-Division	Name of the Division	Name of the Circle	No. of Subdivisions existing	No. of Sub divisions in which CIM is conducted	Name of the Sub-division	Date on which CIM conducted	Name & designation of the Officer Chairing the CIM	No. Consumers attended	No of Complaints Received	No of Complaints Disposed	No. of Complaints disposed Closing balance
1	2	3	4	5	6	7	8	9	10	11	12	13
1	Rsd,Raichur	Raichur Rural Division	Raichur Circle	4	4	Rsd, Raichur	20.04.19	AEE	6	4	4	0
							18.05.19		4	3	3	0
							15.06.19		6	5	5	0
							20.07.19		8	9	9	0
							17.08.19		6	4	4	0
							21.09.19		8	5	3	2
2	Manvi	Raichur Rural Division	Raichur Circle	4	4	Manvi	20.04.19	AEE	5	5	5	0
							18.05.19		4	4	4	0
							15.06.19		4	4	4	0
							20.07.19		5	5	5	0
							17.08.19		4	4	4	0
							21.09.19		6	6	6	0
3	Sirwar	Raichur Rural Division	Raichur Circle	4	4	Sirwar	20.04.19	AEE	10	4	4	0
							18.05.19		8	3	3	0
							15.06.19		12	7	7	0
							20.07.19		9	5	5	0
							17.08.19		8	4	4	0
							21.09.19		11	5	5	0
4	Deodurga	Raichur Rural Division	Raichur Circle	4	4	Deodurga	20.04.19	AEE ,Baswaraj	32	28	24	4
							18.05.19		30	25	22	3
							15.06.19		41	38	34	4
							20.07.19		42	39	33	6
							17.08.19		28	20	14	6
							21.09.19		32	22	17	5
Rural Dvn Total									329	258	228	30
5	USD-1	Urban division	Raichur Circle	2	2	USD-1	18.05.2019	AEE O&M Urban Sub-Division-1 Raichur	3	3	3	0
							15.06.2019		7	7	7	0
							20.07.2019		3	3	3	0
							17.08.2019		6	6	6	0
							29.09.2019		3	3	3	0
6	USD-2	Urban division	Raichur Circle	2	2	USD-2	18.05.2019	AEE O&M Urban Sub-Division-2 Raichur	4	4	4	0
							15.06.2019		3	3	3	0
							20.07.2019		4	4	4	0
							17.08.2019		4	4	4	0
							29.09.2019		5	5	5	0
Urban Division Total									42	42	42	0
7	Sindhanur	Sindhanur Division	Raichur Circle	3	3	Sindhanur	20.04.2019	Sri Chandra shekar Desai AEE (Ele) O&M Sub Division Sindhanur	Not conducted to code of conduct			
							18.05.2019		Not conducted to code of conduct			
							15.06.2019		5	4	4	0
							20.07.2019		10	4	4	0
							19.08.2019		5	2	2	0
							21.09.2019		3	3	0	3
							19.10.2019		20	18	14	4
8	Lingasugur	Sindhanur Division	Raichur Circle	3	3	Lingasugur	20.04.2019	Sri .Bennappa Karibantanal AEE (Ele) O&M Sub Division Lingsugur	Not conducted to code of conduct			
							22.05.2019		16	6	6	6
							21.06.2019		14	4	4	4
							20.07.2019		12	5	5	5
							17.08.2019		17	5	5	5
							21.09.2019		13	4	4	4
							19.10.2019		5	4	4	4
9	Maski	Sindhanur Division	Raichur Circle	3	3	Maski	20.04.2019	Sri Prabhakar Sugur AEE (O&M) Sub Division Maski	Not conducted to code of conduct			
							18.05.2019		Not conducted to code of conduct			
							15.06.2019		10	6	5	1
							20.07.2019		8	5	5	0
							17.08.2019		5	5	5	0
							21.09.2019		10	2	2	0
Raichur Circle Total									363	279	84	



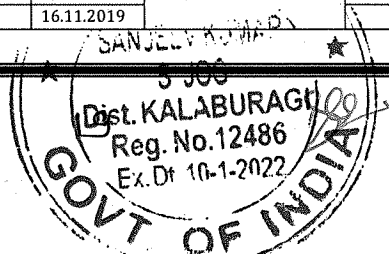
NOTARY
SANJEEV KUMAR S JOG
 Dist KALABURAGI
 Reg. No. 12400
 Ex. Dt 10-1-2022
Executive Engineer
 Regulatory Affairs
 Corporate Office,
GESCOM, KALABURAGI

O&M Circle : Koppal (April-2019 to Sept-2019)

Sl. No.	Name of the Circle	Name of the Division	No. of Sub divisions existing	No. of Subdivisions in which CIM is conducted	Name of the Sub-division	Dated on which CIM conducted	Name & designation of the Officer Chairing the CIM	No., Consumers attended	No of Complaints Received	No. of Complaints disposed	Closing balance
1	2		3	4	5	6	7	8	9	10	11
1	Koppal Circle HQ:Munirabad	Koppal	3	3	Koppal	20.04.19	AEE	5	5	5	0
					Munirbad	20.04.19	AEE	Not conducted to code of conduct			
					Yelburga	20.04.19	AEE	Not conducted to code of conduct			
					TOTAL:			5	5	5	0
2		Gangavathi	3	0	Gangavathi	20.04.19	AEE	Not Conducted due to code of conduct			
					Karatagi	20.04.19	AEE				
					Kushtagi	20.04.19	AEE				
					TOTAL:						
3		Koppal	3	3	Koppal	18.05.19	AEE	6	6	6	0
					Munirbad	18.05.19	AEE	6	4	4	0
					Yelburga	18.05.19	AEE	6	5	5	0
					TOTAL:			18	15	15	0
4	Gangavathi	3	0	Gangavathi	18.05.19	AEE	Not Conducted due to code of conduct				
				Karatagi	18.05.19	AEE					
				Kushtagi	18.05.19	AEE					
				TOTAL:							
5	Koppal	3	3	Koppal	15.06.19	AEE	4	4	4	0	
				Munirbad	15.06.19	AEE	9	4	4	0	
				Yelburga	15.06.19	AEE	8	6	6	0	
				TOTAL:			21	14	14	0	
6	Gangavathi	3	3	Gangavathi	15.06.19	AEE	18	2	2	0	
				Karatagi	15.06.19	AEE	20	15	15	0	
				Kushtagi	18.06.19	AEE	18	4	4	0	
				TOTAL:			56	21	21	0	
1st Quarter Total								100	55	55	0
7	Koppal	3	3	Koppal	20.07.19	AEE	4	4	4	0	
				Munirbad	20.07.19	AEE	9	4	4	0	
				Yelburga	20.07.19	AEE	7	6	6	0	
				TOTAL:			20	14	14	0	
8	Gangavathi	3	3	Gangavathi	20.07.19	AEE	10	1	1	0	
				Karatagi	20.07.19	AEE	14	7	7	0	
				Kushtagi	22.07.19	AEE	9	8	8	0	
				TOTAL:			33	16	16	0	
9	Koppal	3	3	Koppal	17.08.19	AEE	4	4	4	0	
				Munirbad	17.08.19	AEE	5	4	4	0	
				Yelburga	17.08.19	AEE	6	6	6	0	
				TOTAL:			15	14	14	0	
10	Gangavathi	3	3	Gangavathi	18.08.19	AEE	8	2	2	0	
				Karatagi	17.08.19	AEE	10	5	5	0	
				Kushtagi	17.08.19	AEE	4	4	4	0	
				TOTAL:			22	11	11	0	
11	Koppal	3	3	Koppal	21.09.19	AEE	8	6	6	0	
				Munirbad	21.09.19	AEE	13	5	5	0	
				Yelburga	21.09.19	AEE	10	5	5	0	
				TOTAL:			31	16	16	0	
12	Gangavathi	3	2	Gangavathi	19.09.19	AEE	20	5	5	0	
				Karatagi	21.09.19	AEE	9	5	5	0	
				Kushtagi	21.09.19	AEE	Not Conducted				
				TOTAL:			29	10	10	0	
Koppal Circle Total								136	136	136	0

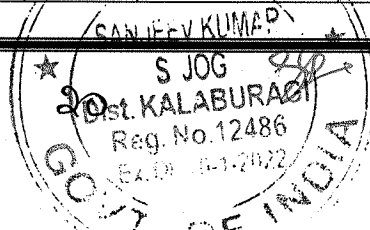
3rd Quarter (FY-20)

S. No	Name of the Circle	No. of Sub divisions existing	No. of Sub divisions in which CIM is conducted	Name of the Subdivision	Date on which CIM conducted	Name & Designation of the Officer Chairing the CIM	No., of Consumers attended	No. of Complaints Received	No. of Complaints disposed	Closing balance
1	2	3	4	5	6	7	8	9	10	11
1	Kalaburagi Circle	4	4	CSD-I	19.10.2019	AEE	3	3	3	0
				CSD-II	19.10.2019		5	5	5	0
				CSD-III	19.10.2019		9	9	9	0
				CSD-IV	19.10.2019		1	1	1	0
		4	4	CSD-I	16.11.2019	AEE	2	2	2	0
				CSD-II	16.11.2019		5	5	5	0
				CSD-III	16.11.2019		9	9	9	0
				CSD-IV	16.11.2019		2	2	2	0



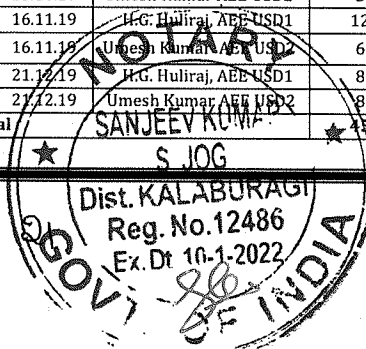
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				CSD-I	21.12.2019	AEE	3	3	3	0				
				CSD-II	21.12.2019		3	3	3	0				
				CSD-III	21.12.2019		9	9	9	0				
				CSD-IV	21.12.2019		2	2	2	0				
				4	4			CSD-I	13.12.2019	SEE	5	3	3	0
								CSD-II	13.12.2019		5	2	2	0
								CSD-III	13.12.2019					
								CSD-IV	13.12.2019					
				Total							63	58	58	0
				4	4			RSD	19.10.2019	AEE	13	5	5	0
								Aland	19.10.2019	AEE	33	7	7	0
								Kadaganchi	19.10.2019	AEE	25	7	7	0
								Afzalpur	19.10.2019	SEE	12	4	4	0
				4	4			RSD	11.11.2019	SEE	14	5	5	0
								Aland	11.11.2019		10	4	4	0
								Kadaganchi	11.11.2019		18	7	7	0
								Afzalpur	18.11.2019		16	6	6	0
				4	4			RSD	21.12.2019	AEE	15	9	9	0
								Aland	21.12.2019	AEE	16	4	4	0
								Kadaganchi	21.12.2019	AEE	16	6	6	0
								Afzalpur	21.12.2019	SEE	20	9	9	0
				Total							208	73	73	0
				5	5			Jewargi	19.10.2019	AEE	20	18	18	2
								Yadrami	19.10.2019		15	10	10	1
								Chittapur	19.10.2019		10	7	8	3
								Kalagi	19.10.2019		12	5	7	0
								Shahabad	19.10.2019		20	13	11	6
				5	5			Jewargi	16.11.2019	AEE	15	12	12	2
Yadrami	16.11.2019	10	10					10	1					
Chittapur	16.11.2019	30	9					12	0					
Kalagi	16.11.2019	12	7					7	0					
Shahabad	16.11.2019	18	10					14	2					
Shahabad	28.11.2019	10	6					6	0					
Chittapur	29.11.2019	11	5					5	0					
Kalagi	30.11.2019	10	7					7	0					
5	5			Jewargi	21.12.2019	AEE	8	3	5	0				
				Yadrami	21.12.2019		10	5	6	0				
				Chittapur	21.12.2019		12	7	7	0				
				Kalagi	21.12.2019		15	10	10	0				
				Shahabad	21.12.2019		13	5	7	0				
Total							251	149	162	17				
2	2			Sedam	19.10.2019	AEE	25	8	2	8				
				Chincholi	21.10.2019		20	6	6	6				
2	2			Sedam	16.11.2019	AEE	30	8	8	8				
				Chincholi	20.11.2019		22	5	4	7				
2	2			Sedam	21.12.2019	AEE	30	8	8	8				
				Chincholi	21.12.2019		25	5	5	5				
				Sedam	16.12.2019	SEE	6	3	3	0				
				Chincholi	16.12.2019		8	5	5	0				
Total							166	48	41	42				
5	5			Yadgir	19.10.2019	AEE	15	14	14	2				
				Guramitkal	24.10.2019		10	10	9	1				
				Shahapur	19.10.2019		11	11	8	3				
				Shorapur	28.10.2019		13	13	14	0				
				Hunsagi	25.10.2019		9	9	3	6				
				5	5			Yadgir	16.11.2019	AEE	14	9	10	4
								Guramitkal	16.11.2019		6	5	6	2
								Shahapur	22.11.2019		8	4	4	4
								Shorapur	25.11.2019		5	7	6	4
								Hunsagi	28.11.2019		7	12	13	6
				5	5			Yadgir	20.12.2019	AEE	15	10	9	5
								Shahapur	20.12.2019		7	5	5	2
								Shorapur	21.12.2019		4	4	5	3
								Gurmitkal	26.12.2019		6	6	7	3
								Hunasagi	26.12.2019		6	11	11	6
2	2			Gurmitkal	20.12.2019	SEE	7	5	5	0				
				Hunasagi	26.12.2019		6	4	4	0				
Total							149	139	133	51				
Kalaburagi Circle							837	467	467	110				
2	Bidar	4	4	Bidar	19.10.2019	AEE, Bidar	6	2	4	0				
				Kamthana	19.10.2019	AEE Kamthana	8	2	2	0				
				Bhalki	19.10.2019	AEE, Bhalki	9	6	5	3				
				Aurad	19.10.2019	AEE, Aurad	6	4	6	0				
				Bidar	16.11.2019	AEE, Bidar	5	3	2	1				
				Kamthana	16.11.2019	EE, Division, Bidar	5	3	3	0				
4	4			Bhalki	16.11.2019	AEE Bhalki	6	6	4	3				

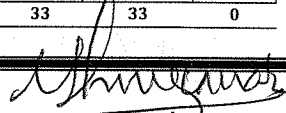


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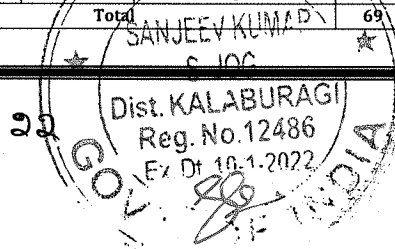
		Aurad	16.11.2019	AEE Aurad	5	9	7	2
		Bidar	21.12.2019	SEE O&M Circle GESCOM, Bidar.	6	3	3	1
		Kamthana	21.12.2019	AEE Kamthana	6	2	2	0
		Bhalki	21.12.2019	AEE, Bhalki	6	3	3	1
		Aurad	21.12.2019	AEE, Aurad	5	3	5	0
		Total			73	46	46	11
		Humnabad	19.10.2019	AEE Humnabad	0	0	0	0
		Mannaekhelli	19.01.2019	AEE Mannaekhelli.	9	3	3	0
		Basavakalyan	19.10.2019	AEE Basavakalyan	25	3	3	0
		Humnabad	16.11.2019	AEE, Humnabad	0	0	0	0
		Mannaekhelli	16.11.2019	AEE, Mannaekhelli.	12	2	2	0
		Basavakalyan	15.11.2019	AEE Basavakalyan	21	3	3	0
		Humnabad	21.12.2019	AEE Humnabad	0	0	0	0
		Mannaekhelli	21.12.2019	AEE, Mannaekhelli.	15	2	2	0
		Basavakalyan	21.12.2019	EE O&M Division, Gescom, Humnabad.	18	3	3	0
		Total			100	16	16	0
		Bidar Circle			173	62	62	11
		Rural Sub Division Ballari	10/20/2019	Sri. Ashok Reddy AEE	4	4	4	0
		Sandur	10/19/2019	Sri Naveen Kumar AEE	2	2	2	0
		Siruguppa	10/21/2019	Sri. Srinivas Prasad AEE	8	8	8	0
		Rural Ballari	11/23/2019	Sri. Ashok Reddy AEE	4	4	4	0
		Sandur	11/16/2019	Sri Naveen Kumar AEE	2	2	2	0
		Siruguppa	11/19/2019	Sri. Srinivas Prasad AEE	10	10	10	0
		Rural Ballari	12/21/2019	Sri. Ashok Reddy AEE	5	5	5	0
		Sandur	12/21/2019	Sri Naveen Kumar AEE	5	5	5	0
		Siruguppa	12/21/2019	Sri. Srinivas Prasad AEE	9	9	9	0
		Total			49	49	49	0
		CSD1 BLY	19.10.2019	Sri Mallikarjuna Gouda AEE CSD1	5	5	5	0
		CSD2 BLY	19.10.2019	Sri. B.T. Nagraj AEE CSD2	4	6	6	0
		CSD1 BLY	16.11.2019	Sri Mallikarjuna Gouda AEE CSD1	6	11	11	0
		CSD2	16.11.2019	Sri. B.T. Nagraj AEE CSD2	7	12	12	0
		CSD1 BLY	21.12.2019	Sri Mallikarjuna Gouda AEE CSD1	5	7	7	0
		CSD2 BLY	21.12.2019	Sri. B.T. Nagraj AEE CSD2	4	5	5	0
		Total			31	46	46	0
		RSD, Hosapete	19.10.2019	Sri. Naresh.V AEE, Hosapete	3	3	3	0
		Kudligi	10/19/2019	Sri. Rajesh A.M AEE, Kudligi	15	8	7	1
		H.B.Halli	19.10.19	Sri. Teja Naik AEE, H.B.Halli	18	3	3	0
		Hadagali	10/19/2019	Sri. Bhaskar AEE, Hadagali	15	8	8	0
		RSD, Hosapete	16.11.2019	Sri. Naresh.V AEE, Hosapete	3	3	3	0
		Kudligi	11/16/2019	Sri. Rajesh A.M AEE, Kudligi	10	5	6	0
		H.B.Halli	16.11.19	Sri. Teja Naik AEE, H.B.Halli	19	4	4	0
		Hadagali	11/16/2019	Sri. Bhaskar AEE, Hadagali	12	9	9	0
		RSD, Hosapete	21.12.2019	Sri. Naresh.V AEE, Hosapete	6	6	6	0
		Kudligi	12/21/2019	Sri. Rajesh A.M AEE, Kudligi	14	10	9	1
		H.B.Halli	21.12.19	Sri. Teja Naik AEE, H.B.Halli	15	8	8	0
		Hadagali	12/21/2019	Sri. Bhaskar AEE, Hadagali	10	9	9	0
		Total			140	76	75	2
		USD 1 Hospet	21.10.19	H.G. Huliraj, AEE USD1	6	7	7	0
		USD2 Hospet	21.10.19	Umesh Kumar AEE USD2	5	3	3	0
		USD 1 Hospet	16.11.19	H.G. Huliraj, AEE USD1	12	8	8	0
		USD2 Hospet	16.11.19	Umesh Kumar AEE USD2	6	1	1	0
		USD 1 Hospet	21.12.19	H.G. Huliraj, AEE USD1	8	7	7	0
		USD2 Hospet	21.12.19	Umesh Kumar AEE USD2	8	7	7	0
		Total			45	33	33	0



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4	Raichur Circle	4	4	RSD Raichur	19.10.2019	AEE Hanumesh	6	4	4	0		
				Manvi	19.10.2019	AEE Dawal sab	16	4	4	0		
				Sirwar	19.10.2019	R Mohan Singh AEE(I/c)	12	6	6	0		
				Deodurga	19.10.2019	AEE Baswaraj	30	12	2	14		
		4	4	RSD Raichur	16.11.2019	AEE Hanumesh	5	5	5	0		
				Manvi	16.11.2019	AEE Dawal sab	11	4	4	0		
				Sirwar	16.11.2019	R Mohan Singh AEE(I/c)	6	4	4	0		
				Deodurga	16.11.2019	AEE Baswaraj	34	9	3	12		
		4	4	RSD Raichur	21.12.2019	AEE Hanumesh	5	4	4	0		
				Manvi	21.12.2019	AEE Dawal sab	13	4	4	0		
				Sirwar	21.12.2019	R Mohan Singh AEE(I/c)	5	4	4	0		
				Deodurga	21.12.2019	AEE Baswaraj	25	8	2	10		
Total							168	68	46	36		
2	2	USD-1 Raichur	22.10.2019	Sri, Chirjeevi B.R. AEE USD-1 Raichur	7	7	7	0				
		USD2 Raichur	19.10.2019	Sri, Purushottam EEE Division Raichur	4	4	4	0				
2	2	USD-1 Raichur	16.11.2019	Sri, Chirjeevi B.R. AEE USD-1 Raichur	2	2	2	0				
		USD2 Raichur	16.11.2019	Sri, Santhoshkumar J.T AEE Raichur	4	4	4	0				
2	2	USD-1 Raichur	21.12.2019	Sri, Chirjeevi B.R. AEE Raichur	3	3	3	0				
		USD2 Raichur	21.12.2019	Sri, Santhoshkumar J.T AEE Raichur	4	4	4	0				
Total							24	24	24	0		
3	3	Lingsugur	19.10.2019	Sri Bennappa AEE Lingsugur	6	4	4	0				
		Sindhnanur	19.10.2019	1. SE O&M Circle Office Raichur 2. EEE O&M Division Sindhnanur 3. AEE O&M Sub Division Sindhnanur	21	18	18	0				
		Maski	21.10.2019	Sri Kenchappa AEE Maski	4	2	2	0				
3	3	Lingsugur	16.11.2019	Sri Bennappa AEE(Ele) Lingsugur	6	4	4	0				
		Sindhnanur	16.11.2019	Sri ChandraShekar Desai AEE(ele) Sindhnanur	15	13	13	0				
		Maski	16.11.2019	Sri Kenchappa AEE (Ele) O&M Sub Division Maski	5	2	2	0				
3	3	Lingsugur	21.12.2019	Sri Bennappa AEE(Ele) Lingsugur	7	4	4	0				
		Sindhnanur	21.12.2019	Sri ChandraShekar Desai AEE(ele) Sindhnanur	18	16	16	0				
		Maski	21.12.2019	Sri Kenchappa AEE (Ele) Maski	2	1	1	0				
Total							84	64	64	0		
5	Koppal	3	3	Gangavathi	10/19/2019	Sri.Khaza mohinuddin AEE Gangavathi	12	6	6	0		
				Karatagi	10/19/2019	Sri.Arunkumar AEE Karatagi	11	8	8	0		
				Kushtagi	10/22/2019	Sri.Srinath.D AEE Kushtagi	14	10	10	0		
		3	3	Gangavathi	11/16/2019	Sri.Arunkumar AEE Gangavathi	4	2	2	0		
				Karatagi	11/16/2019	Sri.Arunkumar AEE Karatagi	4	2	2	0		
				Kushtagi	11/16/2019	Smt.Deepa , I/c AEE Kushtagi	Not Conducted					
		3	3	Gangavathi	12/21/2019		10	2	2	0		
				Karatagi	12/21/2019	Sri.Arunkumar AEE Karatagi	5	3	3	0		
				Kushtagi	12/21/2019	Smt.Deepa , I/c AEE Kushtagi	Not Conducted					
		Total							60	33	33	0
		3	3	Koppal	19.10.19	Sri Sachin M, AEE	7	7	7	0		
				Munirbad	19.10.19	Sri.R.Nagaraj AEE Munirabad	11	5	4	1		
Yelburga	19.10.19			Sri.M.S.Pattar SEE(I/c)	8	6	5	1				
3	3	Koppal	16.11.19	Sri Sachin M, AEE	5	5	5	0				
		Munirbad	16.11.19	Sri.M.S.Pattar SEE(I/c)	10	4	5	0				
		Yelburga	16.11.19	Sri Khalimuddin, AEE	7	4	4	1				
3	3	Koppal	21.12.19	Sri S N Kugi, I/c AEE	4	4	4	0				
		Munirbad	21.12.19	Sri.M.S.Pattar SEE(I/c)	12	5	3	2				
		Yelburga	21.12.19	Sri K.Gopal, AEE	5	4	4	1				
Total							69	44	41	6		



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4th Quarter (FY-20)

S. No	Name of the Circle	No. of Sub divisions existing	No. of Sub divisions in which CIM is conducted	Name of the Subdivision	Date on which CIM conducted	Name & Designation of the Officer Chairing the CIM	No. of Consumers attended	No. of Complaints Received	No. of Complaints disposed	Closing balance	
1	Kalaburagi Circle	4	4	CSD-I	18.01.2020	Sri Rahul Ijare, AEE	3	3	3	0	
CSD-II				18.01.2020	Sri Veerabhadrapa salimani, AEE	5	5	5	0		
CSD-III				18.01.2020	Vishwanathreddy AEE	10	10	10	0		
CSD-IV				18.01.2020	Sri Vaijnath AEE	2	2	2	0		
4		4	4	CSD-I	15/02.2020	Sri Rahul Ijare, AEE	2	2	2	0	
CSD-II				15/02.2020	Sri Veerabhadrapa salimani, AEE	10	10	10	0		
CSD-III				15/02.2020	Vishwanathreddy AEE	2	2	2	0		
CSD-IV				18/02/2020	Sri Vaijnath AEE	18	18	18	0		
4		0			Mar-20	CIM Not Conducted Due to COVID-19					
Total							52	52	52	0	
4		4	4	RSD	9/1/2020	Santhosh Vadki, AEE	20	10	10	0	
				Aland	18/01/2020	Manik Rao, Kulkarni, AEE	22	13	13	0	
				Kadaganchi	18/01/2020	AEE	20	17	17	0	
				Afzalpur	18/01/2020	Mareppa Kadekar, AEE	30	11	11	0	
4		4	4	RSD	09.02.2020	Basavaraj Patil, SEE	15	4	4	0	
				Aland	10.02.2020	Basavaraj Patil, SEE	18	8	8	0	
				Kadaganchi	18.02.2020	Basavaraj Patil, SEE	24	6	6	0	
Afzalpur		19.02.2020	Basavaraj Patil, SEE	26	8	8	0				
4		0			Mar-20	CIM Not Conducted Due to COVID-19					
Total							175	77	77	0	
5		5	5	Jewargi	18.01.2020	Prabhu.M (AEE)	10	9	8	1	
				Yadrami	18.01.2020	Saibanna Kale, AEE	0	0	0	0	
				Chittapur	18.01.2020	Bharath Chawan,AEE	15	5	5	0	
				Kalagi	18.01.2020	Vivekananad AEE	17	6	6	0	
				Shahabad	18.01.2020	Bharath Chawan,AEE	20	10	10	0	
5		5	5	Jewargi	15.02.2020	Prabhu.M (AEE)	10	8	9	0	
				Yadrami	15.02.2020	Saibanna Kale, AEE	15	10	10	0	
				Chittapur	15.02.2020	Bharath Chawan,AEE	10	8	8	0	
				Kalagi	15.02.2020	Vivekananad AEE	12	11	11	0	
Shahabad		15.02.2020	Bharath Chawan,AEE	9	6	6	0				
5		0			Mar-20	CIM Not Conducted Due to COVID-19					
Total							118	73	73	1	
2		2	2	Sedam	23.01.2020	Amrut Rao, AEE	16	9	5	8	
				Chincholi	24.01.2020	Umesh Gouda, AEE	18	8	8	7	
2		2	2	Sedam	15.02.2020	Amrut Rao, AEE	15	10	9	9	
				Chincholi	15.02.2020	Umesh Gouda, AEE	17	8	7	8	
2		0			Mar-20	CIM Not Conducted Due to COVID-19					
Total							66	35	29	32	
5		5	5	Yadgir	18.01.2020	Hon'ble, MD Madam, GESCOM	18	18	15		
				Guramitkal	18.01.2020	Narayan AEE	4	4	3		
				Shahapur	18.01.2020	Shantappa Pujari AEE	4	4	4		
				Shorapur	27.01.2020	Eranna AEE	10	10	9		
				Hunsagi	28.01.2020	Rafiq AEE	6	7	5		
5		5	5	Yadgir	15.02.2020	Vishwanth reddy AEE	12	7	10		
				Guramitkal	15.02.2020	Narayan AEE	4	4	4		
				Shahapur	15.02.2020	Shantappa Pujari AEE	16	16	14		
				Shorapur	25.02.2020	Eranna AEE	5	5	5		
Hunsagi		25.02.2020	Rafiq AEE	5	11	13					
5	0			Mar-20	CIM Not Conducted Due to COVID-19						
Total							84	86	82	0	
Kalaburagi Circle							495	323	313	33	
2	Bidar	4	4	Bidar	18.01.2020	Chief Engineer (Elect), & M. Zone, Gescom, Kalaburagi and other field officer were present	18	4	4	0	
				Kamthana	18.01.2020		15	1	1	0	
				Bhalki	18.01.2020		4	7	4	3	
				Aurad	18.01.2020		15	2	2	0	

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Chief Engineer (Elect), & M. Zone, Gescom, Kalaburagi and other field officer were present
 SANJEEV KUMAR S JOG
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	4	4	Bidar	15.02.2020	AEE O&M Subdivision, Bidar	14	3	3	0	
			Kamthana	15.02.2020	AEE O&M Subdivision, Kamthana	9	2	2	0	
			Bhalki	15.02.2020	Chief Engineer(Electy), O & M Zone, Gescom , Kalaburagi	9	6	6	0	
			Aurad	15.02.2020	AEE O&M Subdivision, Aurad	20	3	3	0	
	4	0	Bidar	Mat-2020	CIM Not Conducted Due to COVID-19					
			Kamthana							
			Bhalki							
				Aurad						
	Total						104	28	25	3
	3	3	Hunnabad	13.01.2020	Hon'ble MD GESCOM	36	17	17	0	
			Mannaekhelli	18.01.2020	AEE Mannaekhelli	10	2	2	0	
			Basavakalyan	18.01.2020	EE O&M Division Hunnabad	8	5	5	0	
3	3	Hunnabad	25.02.2020		18	8	8	0		
		Mannaekhelli	18.02.2020		7	2	2	0		
		Basavakalyan	18.02.2020	Superintending Engineer (Ele),O&M Circle , Bidar	20	12	12	0		
3	1	Hunnabad	Mar-20	CIM Not Conducted Due to COVID-19						
		Mannaekhelli	03.03.2020	Superintending Engineer(Ele), O&M Circle, Bidar	15	5	5	0		
		Basavakalyan	Mar-20	CIM Not Conducted Due to COVID-19						
Total						114	51	51	0	
Bidar Circle						218	79	76	3	
3	3	3	RSD	18.01.2020	Sri.Ashok Reddy, AEE, Ballari.	8	8	8	0	
			Sandur	18.01.2020	Sri.Majunath, AEE, Sandur (Incharge)	4	4	4	0	
			Siruguppa	24.01.2020	Sri.Srinivas Prasad, AEE, Siruguppa.	8	8	8	0	
	3	3	RSD	15.02.2020	Sri.Ashok Reddy, AEE, Ballari.	5	5	5	0	
			Sandur	15.02.2020	Sri.Majunath, AEE Sandur (Incharge)	6	6	6	0	
			Siruguppa	19.02.2020	Sri.Srinivas Prasad, AEE, Siruguppa.	7	7	7	0	
	3	0	RSD	Mar-20	CIM Not Conducted Due to COVID-19					
			Sandur							
			Siruguppa							
	Total						38	38	38	0
	2	2	CSD-1 BLY	18.01.2020	Sri Mallaikarjun Goud, AEE	8	5	5	0	
			CSD-2 BLY	18.01.2020	Smt Gayathri Devi, AEE	8	14	14	0	
CSD-1 BLY			15.02.2020	Sri Mallaikarjun Goud, AEE	7	9	9	0		
CSD-2 BLY			15.02.2020	Smt Gayathri Devi, AEE	7	12	12	0		
CSD-1 BLY			Mar-20	CIM Not Conducted Due to COVID-19						
CSD-2 BLY										
Total						30	40	40	0	
4	4	RSD, Hosapete	18.01.2020	Sri. Naresh.V., AEE	4	4	4	0		
		Kudligi	18.01.20	Sri Rajesh AM, AEE	15	8	7	1		
		H.B.Halli	18.01.2020	Sri.Tejanaik, AEE	9	9	9	0		
		Hadagali	18.01.2020	Sri. Bhaskar.RR, AEE	15	8	8	0		
4	4	RSD, Hosapete	15.02.2020	Sri. Naresh.V., AEE	3	3	3	0		
		Kudligi	15.02.20	Sri Rajesh AM, AEE	10	5	6	0		
		H.B.Halli	15.02.2020	Sri.Tejanaik, AEE	5	5	5	0		
		Hadagali	15.02.2020	Sri. Bhaskar.RR, AEE	12	9	9	0		
4	0	RSD, Hosapete	Mar-20	CIM Not Conducted Due to COVID-19						
		Kudligi								
		H.B.Halli								
		Hadagali								
Total						73	51	51	1	
2	2	USD 1 Hospet	18.01.2020	H.G. Huliraj, AEE USD1	10	8	8	0		
		USD2 Hospet	18.01.2020	Umesh Kumar, AEE USD2	14	6	6	0		
2	2	USD 1 Hospet	15.02.2020	H.G. Huliraj, AEE USD1	9	7	7	0		
		USD2 Hospet	15.02.2020	Umesh Kumar , AEE USD2	19	8	8	0		
2	0	USD 1 Hospet	March-20	CIM Not Conducted Due to COVID-19						
		USD2 Hospet								
Total						52	29	29	0	
Ballari Circle						193	158	158	1	
4	4	4	RSD Raichur	18.1.20	Hanumesh AEE	7	7	7	0	
			Manvi		DawalSab AEE in Jan-20 and	7	7	6	1	
			Sirwar		MohanSing I/C AEE	6	6	6	0	
			Deodurga		Basavaraj AEE	8	8	7	1	
	4	4	RSD Raichur	15.2.20	Hanumesh AEE	6	6	5	1	
			Manvi		Chandrshekar AEE in Feb-20	7	7	0		
			Sirwar		MohanSing I/C AEE	5	5	5	0	
			Deodurga		Basavaraj AEE	8	8	7	1	
	4	0	RSD Raichur	Mar-20	CIM Not Conducted Due to COVID-19					

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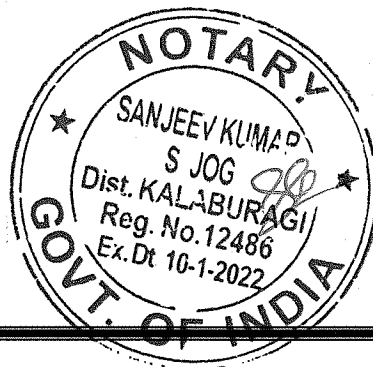
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			Manvi						
			Sirwar						
			Deodurga						
Total						54	54	50	4
2	2	USD-1 Raichur	18.01.2020	Chiranjeevi B.R, AEE	11	10	10	0	
		USD2 Raichur	18.01.2020	SHANTHOSH KUMAR (AEE)	7	13	13	0	
2	2	USD-1 Raichur	15.02.2020	Chiranjeevi B.R, AEE	6	6	6	0	
		USD2 Raichur	15.02.2020	SHANTHOSH KUMAR (AEE)	8	9	9	0	
2	0	USD-1 Raichur	"March-20	CIM Not Conducted Due to COVID-19					
		USD2 Raichur							
Total						32	38	38	0
3	3	Lingsugur	18.01.2020	Sri .Bennappa Karibantanal AEE (Ele) Lingsugur	6	4	4	0	
		Sindhanur	18.01.2020	Sri Chandrashekar Desai AEE (Ele Sindhanur	29	26	26	0	
		Maski	18.01.2020	Sri Kenchappa AEE Maski	3	1	1	0	
3	3	Lingsugur	15.02.2020	Sri .Bennappa Karibantanal AEE (Ele) Lingsugur	5	4	4	0	
		Sindhanur	15.02.2020	Sri Daaval Sab (Ele) O&M Sub Division Sindhanur	7	6	6	0	
		Maski	15.02.2020	Sri Kenchappa AEE Maski	4	2	2	0	
3	0	Lingsugur	March-20	CIM Not Conducted Due to COVID-19					
		Sindhanur							
		Maski							
Total						54	43	43	0
Raichur Circle						140	135	131	4
3	3	Gangavathi	18.01.2020	Sri N Arif Ali AEE	10	2	2	0	
		Karatagi	18.01.2020	Sri. Arun Kumar AEE	12	4	4	0	
		Kustagi	18.01.2020	Incharge AEE	12	4	4	0	
3	3	Gangavathi	15.02.2020	Sri N Arif Ali AEE	5	2	2	0	
		Karatagi	15.02.2020	Sri. Arun Kumar AEE	10	5	5	0	
		Kustagi	17.02.2020	Incharge AEE	8	4	4	0	
3	0	Gangavathi	March-20	CIM Not Conducted Due to COVID-19					
		Karatagi							
		Kustagi							
Total						57	21	21	0
3	3	Koppal	18.01.20	Sri Motla Naik, AEE	6	4	4	0	
		Munirbad	18.01.20	Sri R Nagaraj, AEE	12	6	7	1	
		Yelburga	18.01.20	Sri.M.S.Pattar EE & Sri K.Gopal, AEE	12	5	6	0	
3	3	Koppal	15.02.20	Sri Motla Naik, AEE	6	6	6	0	
		Munirbad	15.02.20	Sri.M.S.Pattar EE & Sri R Nagaraj, AEE	8	3	4	0	
		Yelburga	15.02.20	Sri K.Gopal, AEE	12	5	5	0	
3	0	Koppal	Mar-20	CIM Not Conducted Due to COVID-19					
		Munirbad							
		Yelburga							
Total						56	29	32	1

As the pandemic Covid-19 effects are reduced and GESCOM has started conducting the consumer interaction meetings in its jurisdictions by maintaining social distance among the consumers and employees duly wearing mask compulsorily. The programs chalked out for conducting CIM at Sub-division level the details of sub-division wise date wise CIM conducted in GESCOM is as shown below :

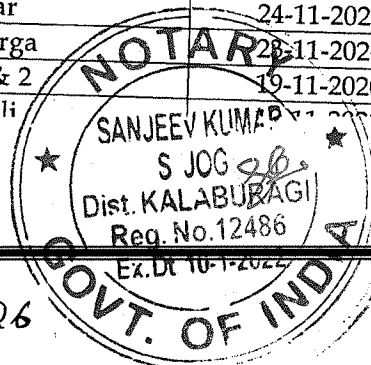


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Schedule for conducting consumer interaction meeting


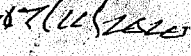
All SEEs/EEs are requested to conduct consumer interaction meeting as per the schedule given below duly notifying in the local news paper. Further all are requested to maintain social distancing and wear mask compulsory.

Sl. No.	Name of Sub-Division	Dated
1	Koppal	24-11-2020
2	Yelburga	25-11-2020
3	Munirabad	26-11-2020
4	Gangavathi	24-11-2020
5	Karatagi	25-11-2020
6	Kushtagi	27-11-2020
7	CSD-1 Kalaburagi	20-11-2020
8	CSD-2 Kalaburagi	
9	CSD-3 Kalaburagi	
10	CSD-4 Kalaburagi	
11	RSD Kalaburagi	21-11-2020
12	Yadgir	20-11-2020
13	Aland	20-11-2020
14	Kadaganchi	21-11-2020
15	Gurmitkal	21-11-2020
16	Afzalpur	21-11-2020
17	Choudapur	23-11-2020
18	Shorapur	23-11-2020
19	Jewargi	23-11-2020
20	Yadrami	24-11-2020
21	Sedam	24-11-2020
22	Shahapur	24-11-2020
23	Chincholi	24-11-2020
24	Chittapur	25-11-2020
25	Shahabad	25-11-2020
26	Kalgi	26-11-2020
27	Bidar	26-11-2020
28	Kamtana	20-11-2020
29	Basawakalyan	21-11-2020
30	Humnabad	21-11-2020
31	Aurad	23-11-2020
32	Bhalki	23-11-2020
33	Manaekhali	24-11-2020
34	USD-1 Raichur	24-11-2020
35	USD-2 Raichur	26-11-2020
36	Sindhanoor	23-11-2020
37	Lingasguru	25-11-2020
38	Maski	24-11-2020
39	RSD Raichur	24-11-2020
40	Manvi	21-11-2020
41	Sirawar	20-11-2020
42	Devadurga	24-11-2020
43	CSD-1 & 2	19-11-2020
44	Hadaoli	



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Sl. No.	Name of Sub-Division	Dated
45	H.B.Halli	19-11-2020
46	CSD Hospet	21-11-2020
47	RSD Hospet	21-11-2020
48	Kudalgi	23-11-2020
49	Sanduru	23-11-2020
50	Siraguppa	24-11-2020
51	RSD Ballari	24-11-2020


 Chief Engineer (Electy) 
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The sample of the paper notifications published in the Newspapers regarding conducting of consumer interaction meeting is shown as below :

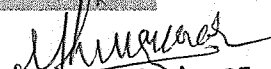
ಜೆಸ್ಕಾಂ ಗ್ರಾಹಕರ ಸಂವಾದ ಸಭೆ

ಮಸ್ಕಿ: ಪಟ್ಟಣದ ಜೆಸ್ಕಾಂ ಕಚೇರಿ ಬಳಿ ಕಾರ್ಯ ನಿರ್ವಾಹಕ ಅಭಿಯಂತರ ಅಧ್ಯಕ್ಷತೆಯಲ್ಲಿ ನ.24 ರಂದು ಗ್ರಾಹಕರ ಜತೆ ಸಂವಾದ ಸಭೆ ಏರ್ಪಡಿಸಲಾಗಿದೆ ಎಂದು ಜೆಸ್ಕಾಂ ಎಇಇ ಪ್ರಕಟನೆಯಲ್ಲಿ ತಿಳಿಸಿದ್ದಾರೆ ಮಸ್ಕಿ ಉಪ ವಿಭಾಗಕ್ಕೆ ಸಂಬಂಧ ಪಟ್ಟ ಗ್ರಾಹಕರು ತಮ್ಮ ಕುಂದು ಕೊರತೆಗಳ ಬಗ್ಗೆ ಚರ್ಚೆ ಮಾಡಿ ಪರಿಹಾರ ಕಂಡು ಕೊಳ್ಳ ಬಹುದು ಜೆಸ್ಕಾಂ ಗ್ರಾಹಕರು ಸಂವಾದ ಸಭೆಯಲ್ಲಿ ಹೆಚ್ಚಿನ ಸಂಖ್ಯೆಯಲ್ಲಿ ಪಾಲ್ಗೊಳ್ಳ ಬೇಕು ಎಂದು ಎಂಜಿನಿಯರ್ ಮನವಿ ಮಾಡಿದ್ದಾರೆ.

ಹುಮನಾಬಾದ್ ಜೆಸ್ಕಾಂ ಜನ ಸಂಪರ್ಕ ಸಭೆ

ಬೀದರ್: ಜೆಸ್ಕಾಂ ಹುಮನಾಬಾದ್ ಕಾರ್ಯ ಮತ್ತು ಪಾಲನೆ ವಿಭಾಗಕ್ಕೆ ವ್ಯಾಪ್ತಿಯ ಬಸವಕಲ್ಯಾಣ ಉಪ ವಿಭಾಗದಲ್ಲಿ ನ.23ರ ಬೆಳಿಗ್ಗೆ 11ಕ್ಕೆ, ಹುಮನಾಬಾದ್ ಉಪ ವಿಭಾಗದಲ್ಲಿ ನ.24ರ ಬೆಳಿಗ್ಗೆ 11ಕ್ಕೆ ಮತ್ತು ಮನಾಏಖೇಳ್ಳ ಉಪ-ವಿಭಾಗದಲ್ಲಿ ನ.24ರ ಮಧ್ಯಾಹ್ನ 3 ಗಂಟೆಗೆ ಕಾರ್ಯ ನಿರ್ವಾಹಕ ಅಭಿಯಂತರರು (ವಿ), ಕಾರ್ಯ ಮತ್ತು ಪಾಲನೆ ವಿಭಾಗೀಯ ಕಚೇರಿ ಹುಮನಾಬಾದ್ ಅಧ್ಯಕ್ಷತೆಯಲ್ಲಿ ಜನ ಸಂಪರ್ಕ ಸಭೆ ನಡೆಯಲಿದೆ. ಸಾರ್ವಜನಿಕರು ಭಾಗವಹಿಸಿ, ಕುಂದುಕೊರತೆಗಳ ಬಗ್ಗೆ ಅರ್ಜಿ ಸಲ್ಲಿಸಬಹುದೆಂದು ಜೆಸ್ಕಾಂನ ಹುಮನಾಬಾದ್ ಕಾರ್ಯ ಮತ್ತು ಪಾಲನೆ ವಿಭಾಗದ ಕಾರ್ಯನಿರ್ವಾಹಕ ಅಭಿಯಂತರರು ಪ್ರಕಟನೆಯಲ್ಲಿ ತಿಳಿಸಿದ್ದಾರೆ.

NOTARY
 SANJEEV KUMAR
 S JOG
 Dist. KALABURGI
 Reg. No. 12486
 Ex. Dt. 10-1-2022


 Executive Engineer
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 GESCOM, KALABURAGI

The details of CIM proceedings held at Aland Sub-division Chaired by the Superintending Engineer Ele., O&M Circle GESCOM, Kalaburagi is as below:



ಗಲಬುರ್ಗಿ ವಿದ್ಯುತ್ ಸರಬರಾಜು ಕಂಪನಿ ಸಿಯುಟಿಡ್

(ಕರ್ನಾಟಕ ಸರ್ಕಾರದ ಸಂಪೂರ್ಣ ಸ್ವಾಮ್ಯಕ್ಕೆ ಒಳಪಟ್ಟಿದೆ)

ಮೋಬೈಲ್ ಸಂ.: 9448482176
ಕಛೇರಿ ಪೋಸ್ಟ್ ನಂ.:
ಇ-ಮೇಲ್: aeeland@gmail.com
ಲಗತ್ತು :

ಸಹಾಯಕ ಕಾರ್ಯನಿರ್ವಾಹಕ ಇಂಜಿನಿಯರ್(ಎ),
ರವರ ಕಛೇರಿ,
ಕಾರ್ಯ ಮತ್ತು ಪಾಲನೆ ಉಪ-ವಿಭಾಗ,
ಗುವಿಕಂ., ಆಳಂದ ಉಪ-ವಿಭಾಗ, ಆಳಂದ

ಸಂಖ್ಯೆ: ಸಕಾನಿಇಂ(ಎ)/ಆ/ಸಇಂ(ತಾಂತ್ರಿಕ)/2020-21/ 152477 ದಿನಾಂಕ: 21 / 11 / 2020

ದಿನಾಂಕ 21-11-2020 ರಂದು ಬೆಳಿಗ್ಗೆ 10.00 ಗಂಟೆಯ ಸಮಯದಲ್ಲಿ ಗುವಿಕಂ., ಆಳಂದ ಉಪ-ವಿಭಾಗದ ಕಛೇರಿಯಲ್ಲಿ ಮಾನ್ಯ ಅಧೀಕ್ಷಕ ಅಭಿಯಂತರರು(ಎ), ಕಲಬುರ್ಗಿರವರ ಅಧ್ಯಕ್ಷತೆಯಲ್ಲಿ ನಡೆದ ವಿದ್ಯುತ್ ಗ್ರಾಹಕರ ಸಂವಾದ ಸಭೆಯ ನಡವಳಿಗಳು.

ಅಧ್ಯಕ್ಷರು : ಮಾನ್ಯ ಎಮ್.ಎಮ್. ಪವಾರ್
ಅಧೀಕ್ಷಕ ಅಭಿಯಂತರರು (ಎ),
ಕಲಬುರ್ಗಿ ವೃತ್ತ, ಕಲಬುರ್ಗಿ.
ಸಭೆಯಲ್ಲಿ ಉಪಸ್ಥಿತರು : ಅನುಬಂಧ ಪ್ರಕಾರ

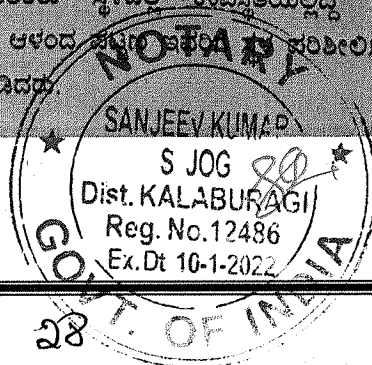
ಸಹಾಯಕ ಕಾರ್ಯನಿರ್ವಾಹಕ ಅಭಿಯಂತರರು (ಎ), ಗುವಿಕಂ., ಆಳಂದರವರು ಸಭೆಗೆ ಆಗಮಿಸಿದ ಮಾನ್ಯ ಅಧೀಕ್ಷಕ ಅಭಿಯಂತರರು(ಎ), ಕಾರ್ಯನಿರ್ವಾಹಕ ಅಭಿಯಂತರರು(ಎ), ಎಲ್ಲಾ ಶಾಖಾಧಿಕಾರಿಗಳು, ಅಧಿಕಾರಿ / ನೌಕರರಿಗೆ ಹಾಗೂ ಎಲ್ಲಾ ವಿದ್ಯುತ್ ಗ್ರಾಹಕರಿಗೆ ಸ್ವಾಗತಿಸಿದರು.

01) ಶ್ರೀ ಹಮಿದ ಅನಸಾರಿ ಆಳಂದ ಪಟ್ಟಣ ಇವರು ಮಾತನಾಡಿ, ಆಳಂದ ಪಟ್ಟಣದಲ್ಲಿ ಲಾಡಲ್ ಮಶಾಕ ಚಾತ್ರೆಯನ್ನು ಅತಿ ವಿಜ್ರಂಭಣೆಯಿಂದ ಆಚರಿಸಲಾಗುತ್ತದೆ. ಸದರಿ ಚಾತ್ರೆಗೆ ಸಾವಿರಾರು ಜನರು ಬೇಟಿ ನೀಡುತ್ತಾರೆ. ಆದ್ದರಿಂದ ದಿನಾಂಕ 26-11-2020 ರಿಂದ 3 ದಿನಗಳ ಪರ್ಯಂತ ನಡೆಯುವ ಚಾತ್ರೆಗೆ ನಿರಂತರ ವಿದ್ಯುತ್ ಒದಗಿಸಲು ಮನವಿ ಮಾಡಿದರು.

ಮಾನ್ಯ ಅಧೀಕ್ಷಕ ಅಭಿಯಂತರರು ಸ್ಥಳದಲ್ಲಿ ಉಪಸ್ಥಿತಿಯಲ್ಲಿದ್ದ ಸಹಾಯಕ ಕಾರ್ಯನಿರ್ವಾಹಕ ಅಭಿಯಂತರರು ಹಾಗೂ ಶಾಖಾಧಿಕಾರಿ ಆಳಂದ ಪಟ್ಟಣ ಇವರಿಗೆ ಸೂಕ್ತ ಕ್ರಮ ಕೈಗೊಂಡು ನಿರಂತರವಾಗಿ ವಿದ್ಯುತ್ ಒದಗಿಸಲು ನಿರ್ದೇಶಿಸಲಾಯಿತು.

02) ಶ್ರೀ ಅಬ್ದುಲ್ ಖಾದರ ತಂದೆ ಮಹಬೂಬ್ ಸಾಬ್, ಮುಟಕಿ ರಸ್ತೆ ಆಳಂದ ಇವರು ಮಾತನಾಡಿ, ಆಳಂದ ಪಟ್ಟಣದಲ್ಲಿ ಈಗಾಗಲೇ ಅಳವಡಿಸಲಾದ ಕಬ್ಬಿಣದ ಕಂಬಗಳನ್ನು ಬದಲಾಯಿಸಲಾಗಿದೆ. ಆದರೆ ಇನ್ನೂ ಬಾಹೇರ ಪೇಶದಲ್ಲಿ ಕಬ್ಬಿಣದ ಕಂಬಗಳನ್ನು ಬದಲಾಯಿಸಬೇಕಾಗಿದೆ. ಅವುಗಳನ್ನು ಶಿಫ್ಟ್ ಬದಲಾಯಿಸಲು ಹಾಗೇ ಅವಶ್ಯಕವಿದ್ದ ಸ್ಥಳಗಳಲ್ಲಿ ಅಳವಡಿಸಿದ ವಿದ್ಯುತ್ ಪರಿವರ್ತಕಗಳಿಗೆ ತಂತಿ ಬೇಲಿಯನ್ನು ಅಳವಡಿಸಲು ಮನವಿ ಮಾಡಿದರು.

ಮಾನ್ಯ ಅಧೀಕ್ಷಕ ಅಭಿಯಂತರರು ಸ್ಥಳದಲ್ಲಿ ಉಪಸ್ಥಿತಿಯಲ್ಲಿದ್ದ ಸಹಾಯಕ ಕಾರ್ಯನಿರ್ವಾಹಕ ಅಭಿಯಂತರರು ಹಾಗೂ ಶಾಖಾಧಿಕಾರಿ ಆಳಂದ ಪಟ್ಟಣ ಇವರಿಗೆ ಸೂಕ್ತ ಕ್ರಮ ಕೈಗೊಂಡು ನಿರಂತರವಾಗಿ ವಿದ್ಯುತ್ ಒದಗಿಸಲು ನಿರ್ದೇಶಿಸಲಾಯಿತು.



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03) ಶ್ರೀ ಚಂದ್ರಶಾಂತ ತಂದೆ ಶಂಕರಪ್ಪ ಆಳಂದ ಪಟ್ಟಣ ಇವರು ಮಾತನಾಡಿ, ಮದೀನಾ ಕಾಲೋನಿಯಲ್ಲಿ ಒಂದು ನಿರುಪಯುಕ್ತವಾಗಿರುವ ಕಂಬವನ್ನು ತೆಗೆದು ಹಾಕಲು ಕೋರಿದರು.

ಮಾನ್ಯ ಅಧೀಕ್ಷಕ ಅಭಿಯಂತರರು ಸ್ಥಳದಲ್ಲಿ ಉಪಸ್ಥಿತಿಯಲ್ಲಿದ್ದ ಸಹಾಯಕ ಕಾರ್ಯನಿರ್ವಾಹಕ ಅಭಿಯಂತರರು ಹಾಗೂ ಶಾಖಾಧಿಕಾರಿ ಆಳಂದ ಪಟ್ಟಣ ಇವರಿಗೆ ಸ್ಥಳ ಪರಿಶೀಲಿಸಿ ಸೂಕ್ತ ಕ್ರಮ ಕೈಗೊಳ್ಳಲು ನಿರ್ದೇಶನ ನೀಡಿದರು.

04) ಶ್ರೀ ಅಕ್ಷಯ ರುಳಕರ ಭೀಮನಗರ ವಾರ್ಡ್ ಸಂಖ್ಯೆ 7 ಆಳಂದ ಪಟ್ಟಣ ಇವರು ಮಾತನಾಡಿ, ಕಳೆದ ಅತಿವೃಷ್ಟಿಯಿಂದ ಎರಡು ವಿದ್ಯುತ್ ಕಂಬಗಳಿಗೆ ಹಾನಿ ಉಂಟಾಗಿ ಅವುಗಳು ಬಿಳುವ ಸ್ಥಿತಿಯಲ್ಲಿದ್ದು, ಅವುಗಳನ್ನು ಈಗಾಗಲೇ ಬದಲಾಯಿಸಲಾಗಿದೆ. ಆದರೆ ಅವುಗಳಿಗೆ ವಿದ್ಯುತ್ ಸಂಪರ್ಕ ಕಲ್ಪಿಸುವುದಿಲ್ಲ. ಅವುಗಳಿಗೆ ಶಿಫ್ಟದಲ್ಲಿ ವಿದ್ಯುತ್ ಸಂಪರ್ಕ ಕಲ್ಪಿಸಲು ಕೋರಿದರು.

ಮಾನ್ಯ ಅಧೀಕ್ಷಕ ಅಭಿಯಂತರರು ಸ್ಥಳದಲ್ಲಿ ಉಪಸ್ಥಿತಿಯಲ್ಲಿದ್ದ ಸಹಾಯಕ ಕಾರ್ಯನಿರ್ವಾಹಕ ಅಭಿಯಂತರರು ಹಾಗೂ ಶಾಖಾಧಿಕಾರಿ ಆಳಂದ ಪಟ್ಟಣ ಇವರಿಗೆ ಸೂಕ್ತ ಕ್ರಮ ಕೈಗೊಳ್ಳಲು ನಿರ್ದೇಶನ ನೀಡಿದರು.

05) ಶ್ರೀ ನಾಗಪ್ಪ ತಂದೆ ಕರಬಸಪ್ಪ ಖಜೂರಿ ಗ್ರಾಮ ಇವರು ಮಾತನಾಡಿ, ಇವರ ಜಮೀನಿನಲ್ಲಿರುವ 100ಕೆ.ವಿ. ಸ್ವದನಗೌಡ ಪರಿವರ್ತಕ ವಿಫಲವಾಗಿರುತ್ತದೆ. ಅದನ್ನು ಬೇಗನೆ ಬದಲಾಯಿಸಲು ಹಾಗೂ ಗ್ರಾಮಕ್ಕೆ ಹೆಚ್ಚುವರಿಯಾಗಿ ಪವರ್‌ಮ್ಯಾನ್‌ಗಳನ್ನು ಒದಗಿಸಲು ಕೋರಿದರು.

ಮಾನ್ಯ ಅಧೀಕ್ಷಕ ಅಭಿಯಂತರರು ಸ್ಥಳದಲ್ಲಿ ಉಪಸ್ಥಿತಿಯಲ್ಲಿದ್ದ ಶಾಖಾಧಿಕಾರಿ ಖಜೂರಿ ಇವರನ್ನು ವಿಚಾರಿಸಲಾಗಿ, ಈಗಾಗಲೇ ಪರಿವರ್ತಕ ಬದಲಿಸುವ ಅಂದಾಜು ಪಟ್ಟಿಯನ್ನು ವಿಭಾಗೀಯ ಕಛೇರಿಗೆ ಸಲ್ಲಿಸಿ ಮಂಜೂರಾತಿ ಪಡೆಯಲಾಗಿರುತ್ತದೆ. ಆದಷ್ಟು ಬೇಗನೆ ಪರಿವರ್ತಕ ಬದಲಾಯಿಸಲಾಗುವುದು ಎಂದು ಹೇಳಿದರು.

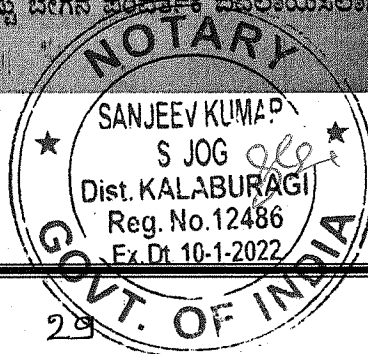
06) ಶ್ರೀ ಮೌಲಾ ಮುಲ್ಲಾ ತಡೋಳಾ ಗ್ರಾಮ ಇವರು ಮಾತನಾಡಿ, ತಡೋಳಾ ಗ್ರಾಮದಲ್ಲಿ ಹೊಲಗಳಿಗೆ ಅಳವಡಿಸಿದ ಎಲ್ಲಾ ಪರಿವರ್ತಕಗಳ ಮೇಲೆ ಹೆಚ್ಚಿನ ವಿದ್ಯುತ್ ಒತ್ತಡ ಇರುತ್ತದೆ. ಆದ್ದರಿಂದ ಅವುಗಳ ಮೇಲೆ ಹೆಚ್ಚುವರಿಯಾಗಿ ಪರಿವರ್ತಕ ಅಳವಡಿಸಲು ಹಾಗೆಯೇ ಹೊಲಗಳಿಗೆ ಸರಬರಾಜು ಮಾಡುತ್ತಿದ್ದ 7 ಗಂಟೆ ವಿದ್ಯುತ್ ಸಾಕಾಗುತ್ತಿಲ್ಲ ಹೆಚ್ಚುವರಿಯಾಗಿ 4 ಗಂಟೆ ಅಂದರೆ ಒಟ್ಟು 11 ಗಂಟೆ ವಿದ್ಯುತ್ ಒದಗಿಸಲು ಕೋರಿದರು.

ಮಾನ್ಯ ಅಧೀಕ್ಷಕ ಅಭಿಯಂತರರು ಸ್ಥಳದಲ್ಲಿ ಉಪಸ್ಥಿತಿಯಲ್ಲಿದ್ದ ಸಹಾಯಕ ಕಾರ್ಯನಿರ್ವಾಹಕ ಅಭಿಯಂತರರು ಹಾಗೂ ಶಾಖಾಧಿಕಾರಿ ಖಜೂರಿ ಇವರಿಗೆ ಸ್ಥಳ ಪರಿಶೀಲಿಸಿ ಅವಶ್ಯಕತೆ ಇರುವ ಕಡೆ ಹೆಚ್ಚುವರಿ ಪರಿವರ್ತಕದ ಅಂದಾಜು ಪಟ್ಟಿಯನ್ನು ತಯಾರಿಸಿ ವಿಭಾಗೀಯ ಕಛೇರಿಗೆ ಸಲ್ಲಿಸಲು ನಿರ್ದೇಶನ ನೀಡಿದರು. ಹಾಗೆಯೇ ಐ.ಪಿ ಸೆಟ್‌ಗಳಿಗೆ ಸರ್ಕಾರದ ನಿರ್ದೇಶನದಂತೆ ವಿದ್ಯುತ್ ಸರಬರಾಜು ಮಾಡಲಾಗುತ್ತಿದೆ ಎಂದು ತಿಳಿಸಿದರು.

07) ಶ್ರೀ ಭೀಮಾಶಂಕರ ಧೂಳಪ್ಪ ಹೆಬಳ ಗ್ರಾಮ ಇವರು ಮಾತನಾಡಿ, ಇವರ ಗ್ರಾಮಕ್ಕೆ ಹೆಚ್ಚುವರಿಯಾಗಿ ಪವರ್‌ಮ್ಯಾನ್‌ನ್ನು ಒದಗಿಸಲು ಮನವಿ ಮಾಡಿದರು. ಹಾಗೆಯೇ 100ಕೆ.ವಿ.ಎ ಸೆಟಿಂಗ್ ಪರಿವರ್ತಕ ವಿಫಲಗೊಂಡಿದ್ದು, ಆದಷ್ಟು ಬೇಗನೆ ಬದಲಾಯಿಸಲು ಕೋರಿದರು.

ಮಾನ್ಯ ಅಧೀಕ್ಷಕ ಅಭಿಯಂತರರು ಸ್ಥಳದಲ್ಲಿ ಉಪಸ್ಥಿತಿಯಲ್ಲಿದ್ದ ಶಾಖಾಧಿಕಾರಿ ಆಳಂದ ಗ್ರಾಮೀಣ ಇವರನ್ನು ವಿಚಾರಿಸಲಾಗಿ, ಈಗಾಗಲೇ ಪರಿವರ್ತಕ ಬದಲಿಸುವ ಅಂದಾಜು ಪಟ್ಟಿಯನ್ನು ವಿಭಾಗೀಯ ಕಛೇರಿಗೆ ಸಲ್ಲಿಸಿ ಮಂಜೂರಾತಿ ಪಡೆಯಲಾಗಿರುತ್ತದೆ. ಆದಷ್ಟು ಬೇಗನೆ ಪರಿವರ್ತಕ ಬದಲಾಯಿಸಲಾಗುವುದು ಎಂದು ಹೇಳಿದರು.

ಪುಟ 3ಕ್ಕೆ.



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08) ಶ್ರೀ ಅಶೋಕ ಅಂಬಾರಾಯ ಬಿರದಾರ ಹೊಳವನವಾಡಿ ಗ್ರಾಮ ಇವರು ಮಾತನಾಡಿ, ಅತಿವೃಷ್ಟಿಯಿಂದ ಇವರ ಹೊಲಕ್ಕೆ ಅಳವಡಿಸಿದ ಕಂಬಗಳು ಮತ್ತು ವಿದ್ಯುತ್ ತಂತಿ ನೀರಿನಲ್ಲಿ ಕೊಚ್ಚಿಕೊಂಡು ಹೋಗಿರುತ್ತದೆ. ಅದನ್ನು ಸರಿಪಡಿಸಲು ಮನವಿ ಮಾಡಿದರು.

ಮಾನ್ಯ ಅಧೀಕ್ಷಕ ಅಭಿಯಂತರರು ಸ್ಥಳದಲ್ಲಿ ಉಪಸ್ಥಿತಿಯಲ್ಲಿದ್ದ ಶಾಖಾಧಿಕಾರಿ ತಡಕಲ ರವರನ್ನು ವಿಚಾರಿಸಲಾಗಿ, ಈಗಾಗಲೇ ಸ್ಥಳ ಪರಿಶೀಲನೆ ಮಾಡಲಾಗಿದ್ದು, ಸದರಿ ಜಮೀನು ಕೆಸರಿನಿಂದ ಕೂಡಿರುತ್ತದೆ. ಜಮೀನು ಒಣಗಿದ ಮೇಲೆ ಕಾಮಗಾರಿ ಕೈಗೊಳ್ಳಲಾಗುವುದು ಎಂದು ಹೇಳಿದರು.

09) ಶ್ರೀ ಶ್ರೀಶೈಲ ನವಲೆ ತಂಬಾಕುವಾಡಿ ಗ್ರಾಮ ಇವರು ಮಾತನಾಡಿ, ಇವರ ಹೊಲಕ್ಕೆ ಅಳವಡಿದ 63ಕೆ.ವಿ.ಎ ಪರಿವರ್ತಕದ ಮೇಲೆ ಹೆಚ್ಚಿನ ವಿದ್ಯುತ್ ಒತ್ತಡ ಇರುತ್ತದೆ ಅದನ್ನು 100ಕೆ.ವಿ.ಎ ಪರಿವರ್ತಕವನ್ನಾಗಿ ಪರಿವರ್ತಿಸಲು ಕೋರಿದರು.

ಮಾನ್ಯ ಅಧೀಕ್ಷಕ ಅಭಿಯಂತರರು ಸ್ಥಳದಲ್ಲಿ ಉಪಸ್ಥಿತಿಯಲ್ಲಿದ್ದ ಶಾಖಾಧಿಕಾರಿ ತಡಕಲ ಇವರನ್ನು ವಿಚಾರಿಸಲಾಗಿ, ಸ್ಥಳ ಪರಿಶೀಲಿಸಿ ಅಂದಾಜು ಪಟ್ಟಿಯನ್ನು ತಯಾರಿಸಿ, ವಿಭಾಗೀಯ ಕಛೇರಿಗೆ ಸಲ್ಲಿಸಲು ತಿಳಿಸಿದರು.

10) ಶ್ರೀ ನಭಿ, ಖಾಜಿ ಗಲ್ಲಿ ಆಳಂದ ಇವರು ಮಾತನಾಡಿ, ಶ್ರೀಮತಿ ಶಬನಾ ಬೇಗಂ ಇವರಿಗೆ ವಿದ್ಯುತ್ ತಗಲಿ ಮರಣ ಹೊಂದಿರುತ್ತಾರೆ. ಇಲ್ಲಿಯವರೆಗೂ ಪರಿಹಾರ ಒದಗಿಸಿರುವುದಿಲ್ಲ. ಆದಷ್ಟು ಬೇಕನೇ ಪರಿಹಾರ ನೀಡಲು ಕೋರಿದರು.

ಮಾನ್ಯ ಅಧೀಕ್ಷಕ ಅಭಿಯಂತರರು ಸ್ಥಳದಲ್ಲಿ ಉಪಸ್ಥಿತಿಯಲ್ಲಿದ್ದ ಸಹಾಯಕ ಕಾರ್ಯನಿರ್ವಾಹಕ ಅಭಿಯಂತರರನ್ನು ವಿಚಾರಿಸಲಾಗಿ, ಈಗಾಗಲೇ ವಿವರವಾದ ವರದಿಯನ್ನು ಉಪ ವಿದ್ಯುತ್ ಪರಿವೀಕ್ಷಕರು ಕರ್ನಾಟಕ ಸರ್ಕಾರ ಕಲಬುರ್ಗಿ ರವರಿಗೆ ಸಲ್ಲಿಸಲಾಗಿದ್ದು, ಸದರಿಯವರಿಂದ ವರದಿ ಬರಬೇಕಾಗಿರುತ್ತದೆ. ವರದಿ ಬಂದ ತಕ್ಷಣ ಮುಂದಿನ ಕ್ರಮ ಕೈಗೊಳ್ಳಲಾಗುವುದು.

ಈ ಸಭೆಗೆ ಬಂದಿರುವ ಗ್ರಾಹಕರಿಗೆ ಮುಂದೆ ನಡೆಯುವ ಗ್ರಾಹಕರ ಸಂವಾದ ಸಭೆಗೆ ಹೆಚ್ಚಿನ ಸಂಖ್ಯೆಯಲ್ಲಿ ಭಾಗವಹಿಸಲು ಮನವಿ ಮಾಡಿ ಹಾಗೂ ಈ ಸಭೆಯನ್ನು ಗ್ರಾಹಕರ ಸಹಕಾರ ಹಾಗೂ ಸಲಹೆ ಸೂಚನೆ ನೀಡಿ ಕಂಪನಿಯನ್ನು ಉತ್ತಮ ಗುಣಮಟ್ಟಕ್ಕೆ ಬೆಳೆಸಲು ಸಹಕರಿಸಬೇಕಾಗಿ ಎಲ್ಲರನ್ನೂ ಕೋರುತ್ತಾ, ವಂದನೆಗಳೊಂದಿಗೆ ಈ ಸಭೆಯನ್ನು ಮುಕ್ತಾಯಗೊಳಿಸಿದರು.

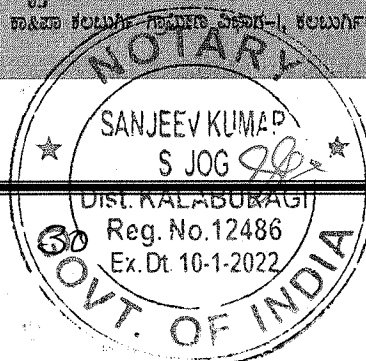
ತಮ್ಮ ವಿಶ್ವಾಸಿ,

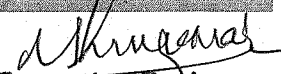


ಸಹಾಯಕ ಕಾರ್ಯನಿರ್ವಾಹಕ ಇಂಜಿನಿಯರ್ (ಎ)
ಗುವಿಕಂ, ಆಳಂದ ಉಪ-ವಿಭಾಗ.

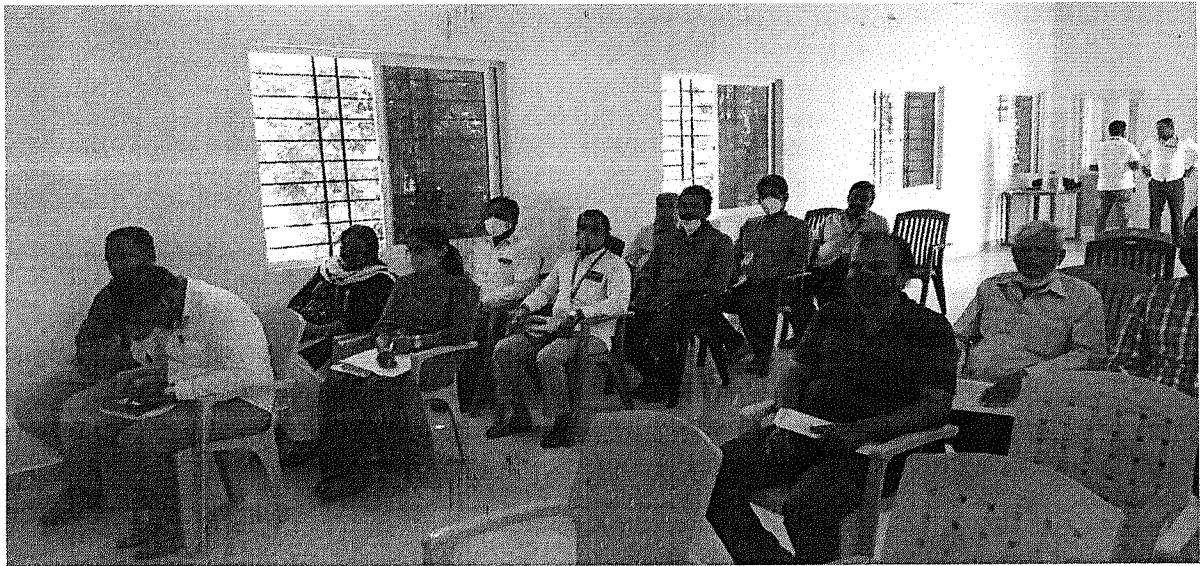
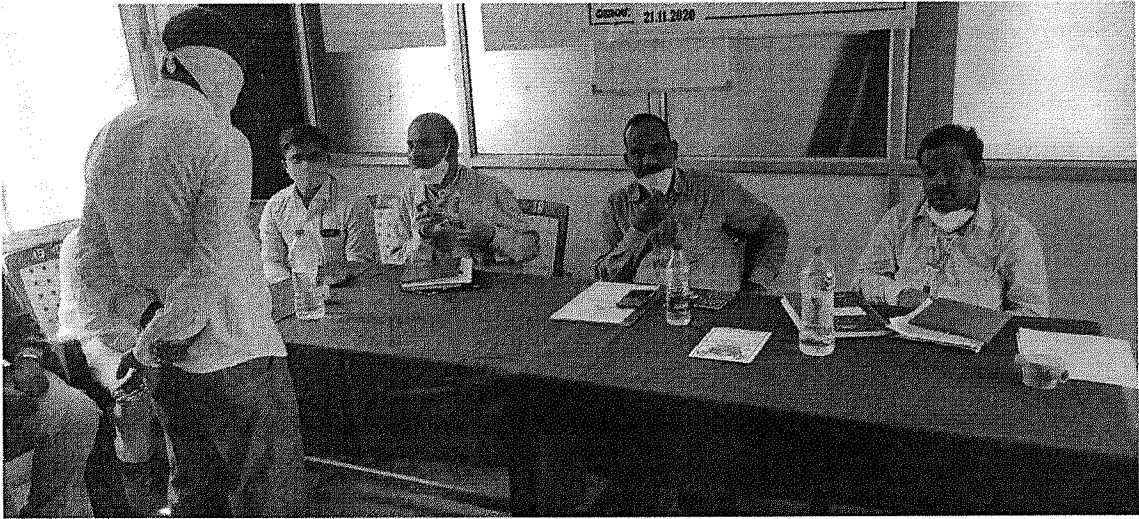
ಪ್ರತಿಗಳನ್ನು :-

- 01) ಮಾನ್ಯ ಮುಖ್ಯ ಅಭಿಯಂತರರು(ಎ), ಗುವಿಕಂ, ಕಲಬುರ್ಗಿ ಪಲಯ, ಕಲಬುರ್ಗಿರವರ ದಯಾಪರ ಮಾಹಿತಿಗಾಗಿ.
- 02) ಮಾನ್ಯ ಅಧೀಕ್ಷಕ ಅಭಿಯಂತರರು(ಎ), ಗುವಿಕಂ, ಕಲಬುರ್ಗಿ ವೃತ್ತ, ಕಲಬುರ್ಗಿರವರ ದಯಾಪರ ಮಾಹಿತಿಗಾಗಿ.
- 03) ಮಾನ್ಯ ಕಾರ್ಯನಿರ್ವಾಹಕ ಅಭಿಯಂತರರು(ಎ), ಗುವಿಕಂ, ಕಾಡಪಾ ಕಲಬುರ್ಗಿ ಗ್ರಾಮೀಣ ವಿಭಾಗ-1, ಕಲಬುರ್ಗಿರವರ ದಯಾಪರ ಮಾಹಿತಿಗಾಗಿ.
- 04) ಮು.ಕ




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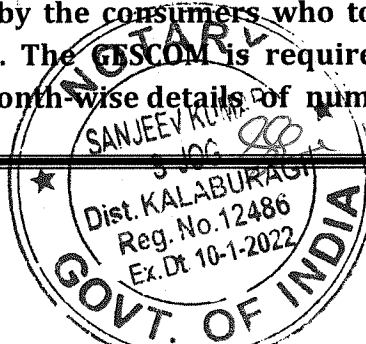
Sample Photographs for having conducted consumer interaction meetings :



2.2 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 :

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 25.21MU during FY19 till September 2018. 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.17.65 Crores during FY19 till September 2018 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



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consumers, open access units scheduled / consumed and illegally banked energy if any along with the details of revenue gain.

GESCOM shall ensure that the scheme of 15-minutes' time block billing is enforced on all applicable EHT / HT consumers from the month from which the necessary infrastructure was available. GESCOM shall also note that the directive in this regard was made part of the Tariff Order 2017, considering that the Commission's earlier directions in the matter were not being followed. 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.

Compliance of the GESCOM:

The GESCOM has noted the Hon'ble Commissions views in the Tariff Order-2019 and Tariff order-2020 on the directive of 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. GESCOM will adhere and follow the directive and is presently submitting the compliance in every quarter and also will submit the quarterly compliance to the Hon'ble Commission without fail

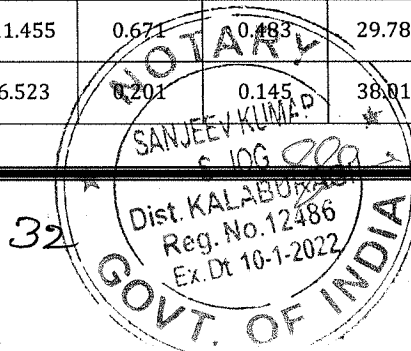
The introduction of 15 Minutes time block billing has resulted in significant quantum of energy savings and prevented revenue loss due to enforced correct billing.

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 from April-19 to March-20 is as follows:

Table-7. a

EHT / HT consumers importing power through power exchange under Open Access April-19 to March-2020

Sl. No.	Name of the Division	Total No. of OA consumers	Total consumption in MU	OA energy procured in MU	OA energy consumed in the corresponding time slot	Inadvertently banked energy (which should not be accounted)	Cost of Inadvertently banked energy Rs. Crores	Percentage of OA energy w.r.t. total consumption of OA opting consumers	Total bill amount for the ESCOMs Energy consumed by OA consumers in Rs. Crores	Remarks
		1	2	3	4	5=3-4	6 = 5* Retail tariff/10	7=4/2*100	8=(2-4)* retail tariff/10	9
1	H.B.Halli	2	108.847	50.557	49.815	0.742	0.535	45.766	42.503	
2	Koppal	7	429.700	124.107	122.033	2.074	1.493	28.400	221.520	
3	Ballari Rural	1	38.463	12.125	11.455	0.671	0.483	29.781	19.446	
4	Hospete Urban	1	17.158	6.724	6.523	0.201	0.145	38.016	7.657	



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5	Kalaburgi-2	2	37.287	2.160	2.051	0.108	0.078	5.502	25.370	
6	Sedam	2	64.073	14.561	13.405	1.156	0.832	20.922	36.481	
7	Bidar	1	14.845	7.943	7.737	0.206	0.149	52.118	5.118	
	TOTAL	16	710.373	218.178	213.019	5.159	3.714	31.501	358.095	
Retail Tariff for HT-2(a) considered as = Rs.7.20										

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 from April-20 to Sept-20 is as follows:

Table-7. B

EHT / HT consumers importing power through power exchange under Open Access April-20 to Sept-20

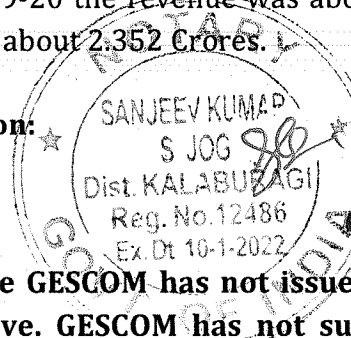
Sl. No.	Name of the Division	Total No. of OA consumers	Total consumption in MU	OA energy procured in MU	OA energy consumed in the corresponding time slot	Inadvertently banked energy (which should not be accounted)	Cost of Inadvertently banked energy Rs. Crores	Percentage of OA energy w.r.t total consumption of OA opting consumers	Total bill amount for the ESCOMs Energy consumed by OA consumers in Rs.Crores	Remarks
		1	2	3	4	5=3-4	6 = 5* Retail tariff/10	7=4/2*100	8=(2-4)* retail tariff/10	9
1	H.B.Halli	1	31.676	11.825	11.770	0.054	0.039	37.159	14.332	
2	Koppal	7	193.987	66.396	64.480	1.916	1.380	33.239	93.245	
3	Ballari Rural	1	16.016	5.161	4.455	0.705	0.508	27.820	8.323	
4	Kalaburgi-2	2	26.565	3.960	3.864	0.096	0.069	14.545	16.345	
5	Sedam	1	30.194	3.247	2.800	0.447	0.322	9.274	19.724	
6	Bidar	1	8.080	3.972	3.924	0.048	0.035	48.557	2.993	
	TOTAL	13	306.517	94.560	91.293	3.267	2.352	28.433	154.961	
Retail Tariff for HT-2(a) considered as = Rs.7.20										

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 revenue to GESCOM. In year 2019-20 the revenue was about 3.714 Crores and from April to Sept-2020 the revenue is about 2.352 Crores.

2.3. Directive on Energy Conservation:

Commission's Views:

The Commission notes that the GESCOM has not issued any Circulars towards implementation of the directive. GESCOM has not submitted the compliance regularly on implementation of the directive. It is observed from the submission made by the GESCOM in tariff filing that the number of LED bulbs / energy efficient equipment is less than 12 lakhs. The GESCOM has not submitted the compliance in respect of ensuring and providing of LED lamps / energy



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efficient lamps while servicing of new streetlight / high mast installations including extensions made to the existing streetlight circuits. During public hearings, several consumers have submitted that LED bulbs and star rated equipment are not being used by the consumers as no awareness was created by GESCOM. Consumers also submitted that GESCOM is not facilitating for replacement of faulty LED bulbs free of cost, within the warranty period of three years.

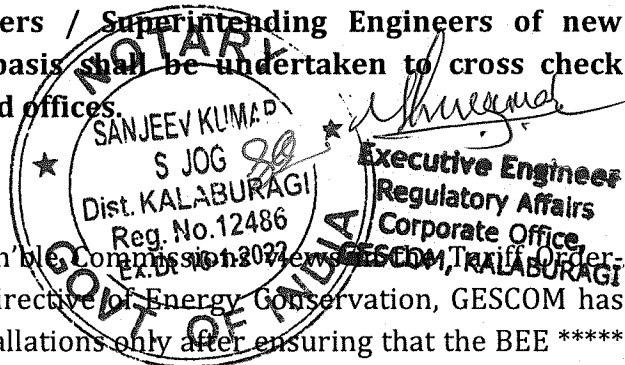
This shows that the GESCOM has not implemented the directive in its letter and spirit, to take forward the initiative of conservation of energy. However, GESCOM in its reply to the preliminary observation, has mentioned that GESCOM ensures that all new installations are serviced only when BEE five-star rated Air Conditioners, Fans, Refrigerators, etc., are installed in the consumers' premises. It has 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. On the whole, the Commission finds that the progress in implementation of this directive could have been much better. Therefore, the Commission directs GESCOM to focus on effective 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. As undertaken during the review meeting, GESCOM shall adopt only energy efficient bulbs and appliances in some of its offices and demonstrate their benefits to the general consumers.

The Commission reiterates that the GESCOM shall continue to service all the new installations only after ensuring that the BEE ***** (Bureau of Energy Efficiency five-star rating) rated Air Conditioners, Fans, Refrigerators, etc., are being installed in the consumers' premises, to service all new streetlight / high mast installations including extensions made to the existing streetlight circuits, only after ensuring that the LED lamps / energy efficient lamps like induction lamps are provided to the street light points and the compliance thereon shall be submitted to the Commission once in a quarter on a regular basis. Inspection by jurisdictional Executive Engineers / Superintending Engineers of new installations, selected on random basis shall be undertaken to cross check adherence to the directive by the field offices.

Compliance of the GESCOM:

The GESCOM has noted the Hon'ble Commission's orders dated 2019 and Tariff order-2020 on the directive of Energy Conservation, 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 Officers SEEs/EEs are strictly instructed to select the new installation serviced on random basis and inspect for cross checking for having adhered to the directive. GESCOM has noted the consideration Hon'ble Commission i.e., practical difficulty faced by GESCOM in implementing the directive and the partial modification of directive i.e., at the time of servicing the new street lights / high mast street lights to ensure that such installation including extensions made to the existing streetlight circuits, are serviced with LED lamps / energy efficient induction lamps and the compliance is been submitted to Hon'ble Commission on quarterly basis and the progress / compliance of this directive will submitted on every quarterly basis in future also.

GESCOM has conducted awareness programme to all domestic, commercial & industrial consumers to create awareness and convey 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 also the activities like through print media, playing Jingles in 93.5 Red FM and Air India Radio Kalaburagi Station, digital media.

Table-8 : Energy Conservation

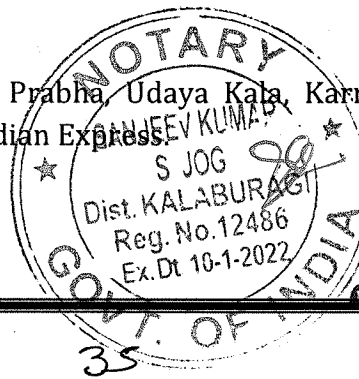
Energy Conservation : FY-2020-21 (Up to Sept-2020)

Project description	Achievement of Annual energy savings		Investment incurred on the project (In crores)
	Electricity (MUs)	Total savings (In crores)	
Belaku/Ujala scheme :			
LED Bulbs Oct-19 to Sept-20 Bulb	0.43	3.046	Not Applicable
LED Tube Lights Oct-19 to Sept-20	0	0	Not Applicable
Fan Oct-9 to Sept-20	0.03	0.021	Not Applicable
Total	0.46	3.067	

In addition to the above narrated activities the following Consumer Awareness Programmers are held in GESCOM jurisdiction.

The following programs

- News Paper and Deepawali Special Magazine notification on electrical safety and Energy conservation
- Udaya Vani, Kannada Prabha, Udaya Kala, Karma Veera, Vijaya Karnataka, Prajavani, The New Indian Express



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

Commission's Views:

The Commission while noting the 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.

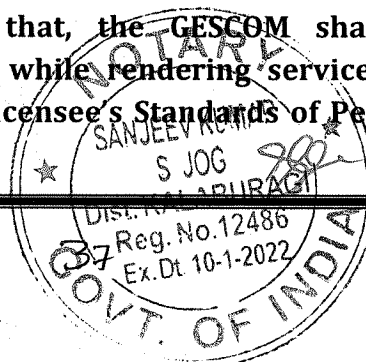
It has come to the notice of the Commission that the consumers are generally not aware of the SoP prescribed by the Commission and as a result, the consumers are still facing difficulty in getting prompt services. Hence, the Commission directs the GESCOM to carry out effective supervision over the functioning 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 immediate action to display the SoP in the format mentioned above in its official web site for information of the consumers.

The SoP should be displayed in each of the Section-Offices and Sub-Division Offices, 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 directs GESCOM to conduct awareness campaign at the 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 the "HAND BOOK" (Kaipidi) in Kannada on the SoP and arrange to distribute to all the staff and stake holders. On any 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 GESCOM shall consider bringing in a system of recognizing the best performing sub-division / section in terms of adherence to SoP and publicize such recognition so as to incentivize better performance from the officers / personnel concerned.

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 (Licensee's Standards of Performance) Regulations,



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2004. The compliance in this regard shall be submitted once in a quarter to the Commission regularly.

Compliance of the GESCOM:

The GESCOM has noted the Hon'ble Commissions views in the Tariff order-2019 and Tariff Order-2020 on the directive on implementation of Standard of Performance (SOP) and has displayed the details of specified standards of performance on its Boards/Notice boards in all its O&M Sections and Sub-division offices for the information of the consumers and also hoisted in GESCOM Website.

GESCOM conducted Awareness programs and campaign both at Taluka and Hobli and educated consumers about benefits of the standards of performance in rendering various services to consumers in time bound manner and if the services are not provided within specified time limits, they can file compliance before CGRF committees in the form-A. From this the erring Officers has to pay compensation to the Consumers.

As per Hon'ble Commissions direction the "HAND BOOK" (Kaipidi) in both Kannada and English on the SOP is published and arranged to distribute to all the staff and stake holders. GESCOM has instructed the SEE/EE to recognize the best performing Sub-division/ Section and incentivize the personnel in terms of adherence to SoP.

The compliance report is regularly submitted to Hon'ble Commission.

Table-9

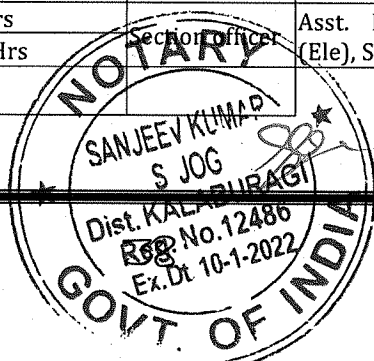
Details of total sub-divisions and Sections existing in GESCOM as on Sept-2020 are as below.

O&M Subdivisions				O&M Sections			
Total subdivisions	No. of sub-divisions where SOP parameters have been displayed	Balance	Likely date of completion	Total Sections	No. of sections where SOP parameters have been displayed	Balance	Likely date of Completion
54	54	0	-	254	254	0	-

Table-10

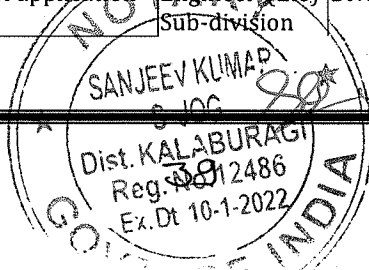
Details of SOP, primary and next higher authority are as noted below

Sl. no	Nature of Service	Standards of Performance (Indicative minimum time limit for rendering Services)	Primary Responsibility Centers for lodging complaints	Next Higher Authority	Amount Payable to affected consumer
	Normal Fuse Off				
	Cities & Towns	Within 6 Hrs	Section Officer	Asst. Executive Engineer (Ele), Sub-division	Rs.50 for each day of default
	Rural Areas	Within 24 Hrs			
	Line Break downs				



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Cities & Towns	Within 6 Hrs(10 hrs if poles are broken down)	Section officer	Asst. Executive Engineer (Ele), Sub-division	Rs.50 for each day of default
Rural Areas	Within 24 Hrs (in all cases)			
<u>Distribution Transformer failure</u>				
Cities & Towns	Within 24 Hrs	Section officer	Asst. Executive Engineer (Ele), Sub-division	Rs.50 for each day of default
Rural Areas	Within 72 Hrs			
<u>Period of Scheduled Outages</u>				
Maximum duration in single stretch Restoration of supply	Not to exceed 12 hrs By 6 PM on any day	Section officer	Asst. Executive Engineer (Ele),Sub-division	Rs.50 for each day of default
<u>Voltages variations</u>				
Where no expansion or enhancement of network is involved	Within 7 days	Section officer	Asst. Executive Engineer (Ele),Sub-division	Rs.50 for each day of default
Where upgradation or distribution system is required	Within 120 days			
Opening of neutral and neutral voltage exceeding 2% of supply voltage	Within 6 Hrs.in cities within 24 hrs. in Rural areas			
<u>Meter Complaints</u>				
Inspect and check correctness	Within 7 days	Asst. Executive Engineer (Ele),Sub-division	Executive Engineer (Ele) of Division	Rs.50 for each day of default
Replace slow creeping or stuck meters	Within 10 days			
Replace burnt meters if cause not attributable to consumer	Within 7 days of receipt of complaint			
Replace burnt meter in all other cases	Within 24 hrs. of payment of charges by consumer			
<u>Application for new connection /additional load</u>				
Release of supply where service is feasible from existing network	Within one month	Asst. Executive Engineer (Ele) Sub-division	Executive Engineer (Ele) of Division	Rs.50 for each day of default in Case of LT and Rs. 500 for each day of default in case of HT & EHT.
Release of supply where network expansion/enhancement required for providing connection	As specified by KERC (Duty of the Licensee to supply electricity on request)Regulations 2004			
IP Sets	Within 30 days after attaining seniority (The number of nem connections shall be limited to the target fixed in the year)			
Errction of Sub-station	NA	NA	NA	
Transfer of ownership & conversion of service	Within 7 days of receipt of application	Asst. Executive Engineer (Ele) Sub-division	Executive Engineer (Ele) of Division	RS.50 for each day of default



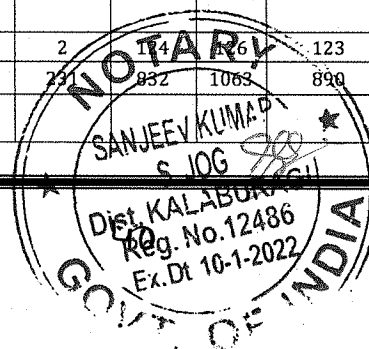
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Conversion of LT single phase to LT three phase Conversion from LT to HT and vice-versa	Within 30 days from the date of payment of charges	Asst. Executive Engineer (Ele) Sub-division	Executive Engineer (Ele) of Division	RS.50 for each day of default
Resolution of complaints on consumer's Bills				
If no additional information is required	Within 24 Hrs of receipt of complaint	Assistant Account officer/Senior Assistant of Subdvn	Asst. Executive Engineer (Ele) Sub-division	RS.50 for each day of default
If additional information is required	Within 7 days of receipt of complaint			
Reconnection of supply following disconnection				
Towns and cities	On the same day of receipt of request	Assistant Account officer/Senior Assistant of Subdvn	Asst. Executive Engineer (Ele) Sub-division	RS.50 for each day of default
Rural Areas	Within 24 hrs of receipt of payment from consumer			
Payment of solatium in cases of electric accidents				
Cases where it is established beyond doubt that the accident is not due to the fault of the victim	Within 7 days without waiting for report from Chief Electrical Inspector to Govt.(CEIG)	Superintending Engineer (Ele), O&M Circle Office	Chief Engineer (Ele), O&M Zonal,Office	Rs.50 for each day of default
In other cases	Within 30 days after receipt of report from CEIG			Rs.50 for each day of default
Refund of Deposits	Within 60 days receipt of request	Assistant Account officer/ Senior Assistant of Subdvn	Asst. Executive Engineer (Ele) Sub-division	Rs.50 for each day of default
Issue of certificates	On the same day of receipt of request			Rs.50 for each day of default

Table-11

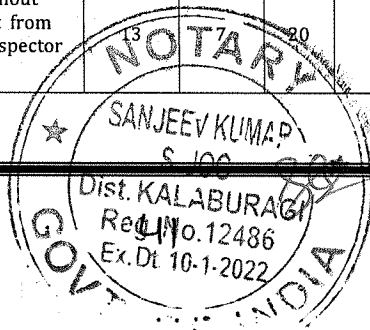
Monitoring of Over all Performance Standards Relating to Distribution and Supply of Power for the year FY 2020-21 (April- September-2020) is as follows:

Sl. No.	Nature of Service	Standards Of Performance (Maximum time limit for rendering service)	Number of Cases pending at the beginning of the month	Number of Cases received during the month	Total	Cases attended to within the Time limit prescribed in the Regulation	Cases attended to beyond the Time limit prescribed in the Regulation	Balance at the end of the month	Reasons for the delay in attending the cases
1	2	3	4	5	6=4+5	7	8	9=6-7-8	10
1	Normal Fuse Off								
	Cities & Towns	Within 6 Hrs	115	14102	14217	14084	133	0	Multiple faults could not be traced within time
	Rural Areas	Within 24 Hrs	679	9552	10231	10006	225	0	-
2	Line Break downs								
	Cities & Towns	Within 6 Hrs(10 hrs if poles are broken down)	24	338	362	362	0	0	-
	Rural Areas	Within 24 Hrs (in all cases)	70	1062	1132	1130	2	0	-
3	Distribution Transformer failure								
	Cities & Towns	Within 24 Hrs	2	116	118	123	0	3	work under progress
	Rural Areas	Within 72 Hrs	231	832	1063	890	6	167	
4	Period of Scheduled Outages								



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	Maximum duration in single stretch Restoration of supply	Not to exceed 12 hrs By 6 PM on any day	2	72	74	39	1	34	
5	Voltages variations								
	Where no expansion or enhancement of network is involved	Within 7 days	8	536	544	544	0	0	Multiple faults could not be traced within time
	Where upgradation or distribution system is required	Within 120 days	4	54	58	54	4	0	Multiple faults could not be traced within time
	Opening of neutral and neutral voltage exceeding 2% of supply voltage	Within 6 Hrs.in cities	6	107	113	113	0	0	
within 24 hrs. in Rural areas		6	26	32	29	3	0		
6	Meter Complaints								
	Inspect and check correctness	Within 7 days	636	728	1364	798	4	562	work under progress
	Replace slow creeping or stuck meters	Within 10 days	13	191	204	202	2	0	work under progress
	Replace burnt meters if cause not attributable to consumer	Within 7 days of receipt of complaint	149	129	278	132	0	146	work under progress
	Replace burnt meter in all other cases	Within 24 hrs. of payment of charges by consumer	12	237	249	246	1	2	work under progress
7	Application for new connection /additional load								
	Release of supply where service is feasible from existing network	Within one month	9149	5608	14757	5112	102	9543	1.Formalities not observed like Deposit not paid, 2) Due to most Applications registered end of month (i.e from 25th to 29th) so,those applications are under process.
	Release of supply where network expansion /enhancement required for providing connection	As specified by KERC (Duty of the Licensee to supply electricity on request)Regulations 2004	30	432	462	425	6	31	work under progress
	IP Sets	Within 30 days after attaining seniorty (The number of nem connections shall be limited to the target fixed in the year)	1033	390	1423	386	4	1033	Deposit not paid work is being carried out as per the seniorty & availability of line materials
8	Errection of Sub-station	NA	0	0	0	0	0	0	-
9	Transfer of ownership & conversion of service	Within 7 days of receipt of application	-6	164	158	165	0	-7	work under progress
10	Conversion of LT single phase to LT three phase Conversion from LT to HT and vice-versa	Within 30 days from the date of payment of charges	5	14	19	16	3	0	work under progress
11	Resolution of complaints on consumer's Bills								
	If no additional information is required	Within 24 Hrs of receipt of complaint	58	2411	2469	2464	5	0	
	If additional information is required	Within 7 days of receipt of complaint	60	221	281	247	28	6	
12	Reconnection of supply following disconnection								
	Towns and cities	On the same day of receipt of request	501	3743	4244	4222	22	0	
	Rural Areas	Within 24 hrs of receipt of payment from consumer	6500	4463	10963	10664	159	140	
13	Payment of solatium in cases of electric accidents								
	Cases where it is established beyond doubt that the accident is not due to the fault of the victim	Within 7 days without waiting for report from Chief Electrical Inspector to Govt.(CEIG)				8	0	12	Relevant Documents not submitted by Victims family



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	In other cases	Within 30 days after receipt of report from CEIG	26	0	26	0	0	26	Relevant Documents not submitted by Victims family
14	Refund of Deposits	Within 60 days receipt of request	0	0	0	0	0	0	
15	Issue of certificates	On the same day of receipt of request	0	68	68	68	0	0	

During inspection of Sub-divisions by the Senior Officers of GESCOM, it was found that services rendered as per SOP standards are complied and the compliance are submitted every month to the Hon'ble Commission.

2.5. Directive on use of safety gear by linemen:

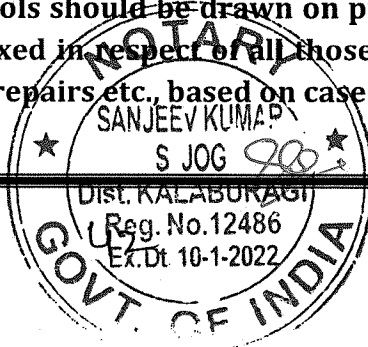
Commission's Views:

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 suggests that adequate quantity 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 is quicker.

The Commission while taking note of the GESCOM's compliance 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. GESCOM should also furnish details of training being organized on safety aspects to the linemen. 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 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 a month from this Order as per the undertaking and the linemen and other field staff use the same while carrying out the work in the field. The compliance in this regard shall be submitted once in a quarter to the Commission regularly. Protocols should be drawn on procedures to be adopted / roles and responsibilities fixed in respect of all those involved in working on (live) lines / installations for repairs etc, based on case studies.



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Compliance of the GESCOM:

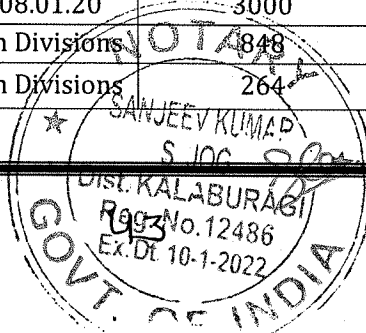
The GESCOM has noted the Hon'ble Commissions views in the Tariff order-2019 and Tariff Order-2020 on use of safety gear by linemen GESCOM has taken steps to prevent electrical accident while carrying out the work on the distribution network by the field staff by providing safety gear and imparted appropriate training also electrical safety work shops are been conducted in every division of GESCOM jurisdiction related 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 and also the inventory of all safety gears / equipment's are maintained at various levels for having issued the materials to its maintenance staff.

During the Covid-19 pandemic by ensuring social distancing Linemen safety awareness programmes are conducted in Division/ Sub-Division/Section level however the employees are strictly instructed to carry out the work by using safety gear issued to them. GESCOM has assigned additional work to the Vigilance wing to carry out the surprise inspection in the field to ensure the linemen's are working by using the safety gear imparted, If any linemen found working without using safety gear the Vigilance wings are empowered to levy the penalties at first instance and if any repetitive violation observed by the same employee his name will recommend for initiation of disciplinary action . also the Awareness among the consumers are created by conducting the activities like distributing the pamphlets, through print, playing Jingles in 93.5 Red FM and Air India Radio Kalaburagi Station, digital media and in the monthly Electricity bills are carried out. The management is trying its utmost to protect safety of every linemen, to reduce the accidents in the field/distribution network. GESCOM is following the directive issued by Hon'ble commission.

Table-12

Details of Safety equipment given to maintenance staff for the Financial Year upto Sept-2020 is as follows :

Sl. No.	Name of the Materials	PO.No./Date	PO.Qty in Set/Pairs/ Nos.	Total safety gear provided to Linemen	Financial Year in which the equipment are distributed
1	Saftey Helmets	6979 Dt.21.01.14	1500 Nos.	3831	2014-15
		7617/Dt.08.03.19	2219 Nos.		2019-20
		procured in Divisions	112 Nos.		2019-20
2	Eathing Rods	7625/Dt.23.05.19	897 Nos. (299 set)	2789 Nos.	2019-20
		procured in Divisions	1892 Nos.		
3	Hand Gloves	7471/Dt.04.10.17	2000 Pairs	5700 Pairs	2017-18
		7645/Dt.20.07.19	3700 Pairs		2019-20
4	Tool Kit with Bag	7470/Dt.17.11.19	3700	6700 Nos.	2019-20
		7674/Dt.08.01.20	3000		2020-21
5	LED Torch	procured in Divisions	848	848	2019-20
6	Line tester	procured in Divisions	264	264	2019-20



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GESCOM has purchased Safety Helmets 112 Nos., during FY-20, and 3000 Nos., Tool Kit Bag during FY-21 in addition to the safety gear already provided to maintenance staff and all these equipment's are been distributed among the linemen and also purchasing safety gear/equipment regularly, as and when required Apart from procuring the safety equipments from GESCOM Corporate Office, it is also releasing the purchase grants to O&M Divisions and given the directions to procure the specified safety materials.

Vide OM No: SEE(Proc)/EE/AEE/2019-20/15566-606 dt: 04-06-2019 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. The details are as follows.

Table-13
Safety materials distributed to maintenance staff upto Sept-2020 :

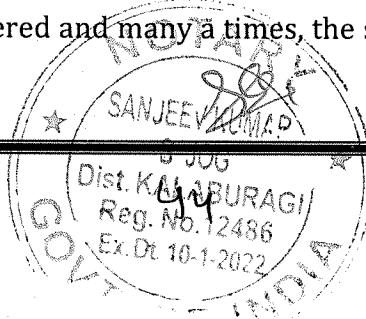
Sl. No.	Name of the Division	Achor/Earthing Rods in Nos	LED Torch in Nos	Line tester in Nos.	Helmets in Nos.
		1	2	3	4
1	CSC Kalaburagi	69	43	45	
2	Kalaburagi-I	69	69	23	-
3	Kalaburagi-II	89	42	20	-
4	Yadgir	69	95	-	-
5	Sedam	56	36	58	
6	Bidar	163	25	-	-
7	Humnabad	69	45	60	-
8	Ballari Urban	10	100	-	-
9	Ballari Rural	150	100	-	-
10	Raichur Urban	25	15	10	-
11	Raichur Rural	209	48	48	-
12	Hospet Urban	40	45	-	-
13	Hospet Rural	96	101	-	112
14	Sindhnoor	310	50	-	-
15	Gangavathi	276	-	-	-
16	Koppal	192	34	-	-
		1892	848	264	112

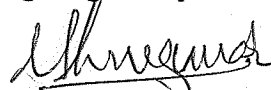
2.6. Directive on providing Timer Switches to Streetlights by the ESCOMs

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.




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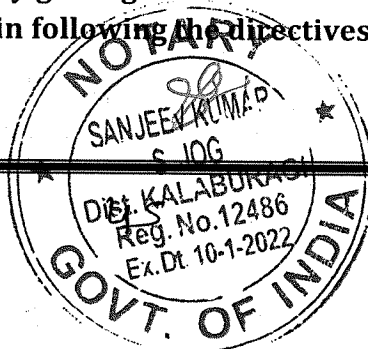
The Commission notes that the progress of providing timer switches to street lights as compared to the previous year is very poor. As per the data furnished by GESCOM, 6,084 Street Light installations are required to be provided with timer switches as on 16.11.2018. Whereas, as per the details furnished 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 1st and 2nd 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 every 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.



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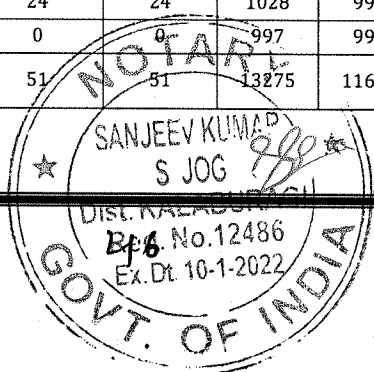
Therefore, the Commission in partial modification of the directive, directs GESCOM to ensure that, while servicing all the new streetlight installations or any extension / modification to be carried out to the existing streetlight installations, shall be serviced only with timer switches. The compliance in this regard shall be submitted once in a quarter, regularly, to the Commission.

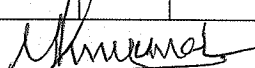
Compliance of the GESCOM:

The GESCOM has noted the Hon'ble Commissions views in the Tariff order-2019 and Tariff Order-2020 and noted the Hon'ble Commissions partial modification of the directive, i.e., directing 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. GESCOM reiterates and will adhere to the directions of the Hon'ble Commission and will submit the compliance on every quarter.

**Table-14
Timer Switches to Streetlights by TMS :**

(Quarter of FY-21) April 2020 to Sept 2020)									
Division / Dist.	Total Number of Street Light Installations Existing as at the beginning of the quarter	No. of installations existing with timer switches at the beginning of the quarter	Total Number of Street Light Installations Serviced during the 2nd quarter	Total Number of Street Light Installations Serviced during the 2nd quarter with Timer Switches	Total Number of SL installations at the end of the quarter	Balance No. of installations to be provided with timer switches	Timer Switches provided by ESCOMs / Corporations etc.,	Likely date of providing Timer Switches to all SL installations	Remarks / Issues
1	2	3	4	5	6=2+4	7=6-(3+5)	8	9	10
CSC Kalaburagi	1711	1,406	0	0	1711	305	Corporation		Centralized Control & Monitoring System (CCMS) project survey completed, It will be implemented soon. As per DMA GoK. Direction. In that system provides fully on/off control of all the streetlights.
Kalaburagi-1	713	22	0	0	713	691	Corporation		
Kalaburagi-2	547	10	0	0	547	537	Corporation		
Sedam	394	0	0	0	394	394	Corporation		
Yadgir	1030	0	0	0	1030	1030	Corporation		
Bidar	1225	23	0	0	1225	1202	Corporation		
Humanabad	982	0	1	1	983	982	Corporation		
CSC Ballari	536	0	0	0	536	536	Corporation		
Ballari Rural	696	0	0	0	696	696	Corporation		
CSC Hospet	266	66	7	7	273	200	Corporation		
Hospet Rural	1191	49	19	19	1210	1142	Corporation		
CSC Raichur	152	0	0	0	152	152	Corporation		
Raichur Rural	985	8	0	0	985	977	Corporation		
Sindhanoor	795	10	0	0	795	785	Corporation		
Koppal	1004	11	24	24	1028	993	Corporation		
Gangavathi	997	6	0	0	997	991	Corporation		
Total GESCOM	13224	1611	51	51	13275	11613	Corporation		




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