

Chapter -3

Compliance to Directives

1. Directives on conducting consumer interaction meeting at Subdivision level.

The Commission directs MESCOM to conduct Consumer Interaction Meetings chaired by the Superintending Engineers, in the O&M subdivisions according to a published schedule, once in every three months with a view to providing a forum to the consumers to get their grievances resolved. Further, the consumers shall be invited to such meetings in advance through emails, letters, local newspapers etc., to facilitate maximum consumers' participation in such meetings.

Compliance by MESCOM:

MESCOM has conducted consumer interaction meetings in subdivisions chaired by the concerned Superintending Engineer of O&M Circle. The progress in this regard was submitted to commission in the review meeting held on 25.10.2017 at KERC Bangalore.

April -2017 to June-2017

| Sl. No | Circle of Interaction Meeting | Subdivision | No.of Meetings conducted | Received Complaints | Complaints solved at the meeting | Complaints solved afterwards |
|--------|-------------------------------|-------------|--------------------------|---------------------|----------------------------------|------------------------------|
| 1 | Mangalore | 20 | 10 | 76 | 61 | 15 |
| 2 | Udupi | 11 | 7 | 37 | 32 | 5 |
| 3 | Shimoga | 16 | 12 | 63 | 52 | 11 |
| 4 | Chikkmagaluru | 11 | 7 | 32 | 27 | 5 |
| Total | | 58 | 36 | 208 | 172 | 36 |

July -2017 to Sept-2017

| Sl. No | Circle of Interaction Meeting | Sub division | No.of Meetings | Received Complaints | Complaints solved at the meeting | Complaints solved after words |
|--------|-------------------------------|--------------|----------------|---------------------|----------------------------------|-------------------------------|
| 1 | Mangalore | 20 | 14 | 98 | 80 | 18 |
| 2 | Udupi | 11 | 8 | 47 | 32 | 15 |
| 3 | Shimoga | 16 | 10 | 39 | 36 | 3 |
| 4 | Chikkmagaluru | 11 | 6 | 33 | 16 | 17 |
| Total | | 58 | 38 | 217 | 164 | 53 |

All Subdivisions in all circles were not covered due to urgency of SEE in attending other meetings and not available to cover the subdivision.

It was requested to relax the presence of Superintending Engineer in the consumer meeting in some of the meeting and commission agreed for the presence of EEs whenever SEE is not available due to official reasons.

Instruction were given to conduct meeting by giving wide publicity through newspaper, Emails etc., All the complaints received by MESCOM were resolved in spot /within agreed time.

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, MESCOM shall implement the directive forthwith and the compliance regarding the same shall be submitted monthly from May, 2017 onwards, to the Commission, regularly.

Compliance by MESCOM:

MESCOM has billed HT/EHT consumers who are importing power from power exchange under Open access from April-2017 in 15 minutes block as directed by the Commission. There are 15 Consumers in MESCOM area under HT/EHT and the result is very good. The extra energy drawn from MESCOM during any 15 minutes block of a day is billed under Tariff of that category of consumer who opt for open access through power exchange.

3. Directive on Energy Conservation:

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

Compliance by MESCOM:

MESCOM is regularly insisting all its power seeking consumers to install only BEE 5star equipments in their premises. Frequent persuasion has yielded results at various division /subdivision/section levels. Consumers are educated to use only star rated equipment to reduce power consumption.

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

The Commission reiterates its directive to MESCOM to continue to strictly implement the specified SoP while rendering services related to supply of power as per the KERC (Licensee's Standards of Performance) Regulations, 2004. The compliance regarding the same shall be submitted to the Commission, regularly.

Compliance by MESCOM:

The Standards of performance as per the KERC (Licensee's standards of performance) Regulation-2004.of MESCOM is officially uploaded in the MESCOM website mesco.in regularly. Action is taken to display the SoP in all subdivision /Divisions of MESCOM. The periodical reports are being sent to Hon'ble Commission regularly.

5. Directive on use of safety gear by linemen:

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

Compliance by MESCOM:

MESCOM has issued safety equipment /Material to all its Lineman working on electricity line /Transformer. Recently training program is arranged with senior experienced officers of MESCOM at following places on the dates mentioned to section officers and above level forinforming their lineman to use safety gear while working on line and to properly earth the system while working on the line.

| | |
|---------------|--------------|
| Udupi | :12.09.2017 |
| Puttur | : 22.09.2017 |
| Sagar | : 07.10.2017 |
| Shivamogga: | 27.10.2017 |
| Mangalore | : 02.11.2017 |
| Chikkmagaluru | : 07.11.2017 |

November 2017 is declared by MESCOM as safety month by MESCOM and all AEE/AO are deputed to various section of MESCOM to impart training on safety for a day in each week with a timing between 8:30 to 10:00 AM. The feedback report is taken from the participants and awareness is given to avoid accident in future.

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

The Commission reiterates its directive to MESCOM to provide timer switches to the existing street lights and also directs MESCOM to ensure that, all the new streetlight installations to be serviced and any extension/modification to be carried out to the existing streetlights.It is also instructed to service new street light installations only with timer switches besides taking necessary action for the same.

Compliance by MESCOM:

MESCOM has initiated the tender for providing timer switches to 18326 single phase street lights and 525 three phase street lights control points in its area. The Tender was called in the E procurement mode on 04.08.2017. The Techno-commercial bidder were opened on 31.10.2017 and 07.11.2017 and evaluation is under process.

7. Directive on load shedding

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

Compliance by MESCOM:

Before carrying out Planned maintenance of distribution networks prior notification is being given in daily newspaper for the information of the consumers. In cities a scheduled day in a week is fixed for planned maintenance works and all defects are attended on that day only. Breakdown in system due to wind and rain are attended expeditiously to avoid long duration of interruption. The Load shedding of Urban /Rural 11KV feeders are carried out as per GOK order. Unplanned Load shedding is done to avoid the major mismatch between demand and supply as per the direction of the SLDC Bangalore.

8. Directive on Establishing a 24x7 Fully Equipped Centralized Consumer Service Center for Redressal of Consumer Complaints:

The Commission reiterates its directive to MESCOM to publish the complaint handling procedures / contact number of the Centralized Consumer Service Centre in the local media and other modes periodically for the information of the public and ensure that all the complaints of consumers are registered only through the centralized consumer service center for proper monitoring of disposal of complaints registered. The compliance in this regard shall be furnished regularly, to the Commission.

Compliance by MESCOM:

A 24x7 fully equipped centralized consumer service center for redressal of consumer complaints is operationalized in MESCOM at Kadri Mangalore from April-2017. The Helpline telephone Number is 1912. All the consumers complaints are registered with a docket having unique Id number. The operators will pass on the consumer complaints to respective section /subdivision to attend and simultaneously the message pass on to consumer mobile number. If the consumer is not satisfy the same complaint will be re-attended. The number complaint and its status will be reported regularly to Higher authorities of MESCOM.

MESCOM has agreed with KSRTC for Audio clip to be announce in 12 Nos. of KSRTC bus stand (in MESCOM area). Regarding the compliant handling procedure under helpline No 1912.

Around 58000 Nos. of MESCOM brochures are printed and distributed to consumers through subdivisions /sections for the procedure of bill payment, complaints handling, safety measure and energy saving for wide awareness to consumers.

9. Directive on Energy Audit:

ESCOMs were required to furnish to the Commission the following information regarding installation of meters to DTC's.

- a) Number of DTCs existing in the Company.
- b) Number of DTCs already metered.
- c) Number of DTCs yet to be metered.
- d) Time bound monthly programme for completion of work.

Compliance by MESCOM:

MESCOM is submitting the following data on metering of DTC's as on Oct-2017.

| No of DTC's existing in the MESCOM | No. of DTC's metered as on Oct -2017 | No. of DTC's yet to be metered. |
|------------------------------------|--------------------------------------|---------------------------------|
| 61971 | 38597 | 23374 |

Action is being taken to meter the remaining DTC's in phased manner depending on the capex proposed /approved by Commission.

Further, MESCOM is directed to submit to Commission the consolidated energy audit report for the FY17, as per the formats prescribed by the Commission vide its letter No: KERD/D/137/14/91 dated 20.04.2015.

The energy Audit of 11kV feeders is being submitted to be Hon'ble Commission regularly on the monthly basis. The formats A&B are not prepared due to improper data fetched from the DTC's metered. The communication issue is creating unstability due to rural area which are not properly linked by the communication network. However MESCOM is striving hard to get DTC's meter data remotely in proper time to match with in consumer data. The action is being taken to prepare the formats as designed by the Commission.

City energy Audit.

| Sl.No. | City-Town | FY-17 | Upto Aug-17 |
|--------|---------------|-------|-------------|
| 1 | Mangalore | 3.94 | 3.30 |
| 2 | Udupi | 4.16 | 6.85 |
| 3 | Shivamogga | 6.22 | 6.94 |
| 4 | Bhadravathi | 10.47 | 10.39 |
| 5 | Sagar | 5.97 | 5.41 |
| 6 | Chikamagaluru | 9.42 | 9.86 |
| 7 | Puttur | 6.10 | 2.35 |
| 8 | Bantwal | 9.90 | 9.69 |
| 9 | Shikaripura | 6.76 | 7.37 |
| 10 | Kadur | 9.71 | 9.82 |
| 11 | Tarikere | 8.72 | 9.05 |
| 12 | Beltangady | 4.87 | 4.64 |
| 13 | Sullia | 2.48 | 2.47 |
| 14 | Kundapura | 5.76 | 5.49 |
| 15 | Karkala | 6.10 | 8.42 |
| 16 | Soraba | 9.95 | 9.16 |
| 17 | Hosanagara | 6.02 | 4.81 |
| 18 | Thirthahalli | 4.91 | 6.84 |
| 19 | Mudigere | 2.42 | 1.25 |
| 20 | Koppa | 4.51 | 3.83 |
| 21 | Sringeri | 4.70 | 4.90 |
| 22 | NR Pura | 5.17 | 3.84 |

10. Directive on NirantharaJyothi Feeder Separation:

MESCOM shall compute the IP-set consumption on the basis of energy meter readings available in the exclusive agricultural feeders at the sub-station levels.

Compliance by MESCOM:

The segregation of agriculture feeders under NJY scheme is taken up in Shivamogga and Chikkmagaluru divisions. The tender work is awarded to agency for **124 feeders** in shivamogga and Chikkmagaluru. The work is under progress. After completion of the work, the segregated IP set feeders are monitored to calculate the consumption of IP sets.

11. Directive on Demand Side Management in Agriculture:

The Commission directs MESCOM to expedite the implementation of DSM measures in its jurisdiction and complete the same at the earliest and compliance thereon shall be submitted to the Commission.

Compliance by MESCOM:

MESCOM has taken the system study/ Load survey of 11KV feeders under DSM by entrusting work to the TERI New Delhi. The agency has conducted visits to all divisions of MESCOM and consolidated the system data. Consumer survey is being done on the predominately feeding 11kv feeders by taking the data from MESCOM data base. Presently the industrial consumers are surveyed at various sections. A detailed proposal will be submitted to MESCOM and KERC by TERI by the end of Dec-2017. MESCOM will propose for implementation of suitable DSM based on the report.

12. Directive on Lifeline Supply to Un-Electrified Households:

The Commission directs MESCOM to expedite action to provide electricity to the un-electrified households and cover all the remaining households at the earliest and report compliance thereon to the Commission regarding the monthly progress achieved.

Compliance by MESCOM:

Electrification of unelectrified households is being done under DDUGJY by MESCOM through award under E-Tender. It is proposed to Electrify 35051 BPL Households and 41124 other than BPL Households under this scheme.

Under Decentralized distribution generation (DDG), 3 villages namely Shettyhalli, Chithrashettyhally and Urulugaluof Shivamogga district covering 123 households is considered for standalone solar system and the work is under progress.

13. Directive on Prevention of Electrical Accidents:

The Commission, reiterates its directive that MESCOM shall continue to take adequate measures to identify & rectify all the hazardous locations/installations existing in its distribution system under an action plan to prevent and reduce the number of electrical accidents occurring in the distribution system. The compliance thereon shall be submitted to the Commission every month, regularly.

Compliance by MESCOM:

Various measures are taken by MESCOM to reduce electrical accident in distribution network. Nov-2017 is declared as safety month. During this program each section is visited by AEE of another subdivision and safety aspects are explained to all lineman of the section. One day in each week is selected for this program between 8:30 am to 10:30 am. The causes of electrical accidents and remedial measure to be taken is explained in the program. Totally 57 such programs are arranged during the month Nov 2017.

The section Officers/ subdivision officers are trained separately by corporate officers during Sept and Oct month by arranging circle level programs in all 4 circles involving 6 programs. The Hazardous locations are identified and rectified as and when noticed. The requirement of safety gear is taken regularly and provided within short time.
