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

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

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

Compliance by BESCOM:

BESCOM has initiated Consumer Interaction Meetings during the year 2012 as per the directives from Hon’ble KERC and the aforesaid meetings are being conducted at all the Sub Divisions on every third Saturday of every month with all proper preparations. Concerned Superintending Engineers and Concerned Executive Engineers are chairing the Consumer Interaction Meetings at the Sub Divisions pertaining to their jurisdiction. Consumer Interaction Meetings are being monitored by GM (Customer Relations Section), Corporate Office, BESCOM. The Proceedings of the Meetings are being uploaded in the website. The quarterly details of CIM are being furnished during the KPTCL and ESCOMs
review Meeting.

Consumer Interaction Meetings held at the Sub Divisions and the Meetings chaired by concerned SE / EE during the month of October 2017 are attached herewith (Annexure 1 & 2).

**Zone wise details of Consumer Interaction Meetings held on 21.10.2017 at all the Sub Divisions of BESCOM (Annexure-1):**

<table>
<thead>
<tr>
<th>Sl No</th>
<th>Zone</th>
<th>No. of Sub Divisions who have conducted the CIM</th>
<th>No. of Meetings held</th>
<th>No. of Consumers attended the Meeting</th>
<th>No. of Complaints lodged</th>
<th>No. of Complaints attended</th>
<th>No. of Complaints Pending</th>
<th>Remarks</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>BMAZ</td>
<td>49</td>
<td>49</td>
<td>300</td>
<td>136</td>
<td>136</td>
<td>0</td>
<td></td>
</tr>
<tr>
<td>2</td>
<td>BRAZ</td>
<td>39</td>
<td>39</td>
<td>205</td>
<td>78</td>
<td>76</td>
<td>2</td>
<td>Intermediat e poles are being erected under IPDS Scheme (Work is under progress)</td>
</tr>
<tr>
<td>3</td>
<td>CTAZ</td>
<td>35</td>
<td>35</td>
<td>386</td>
<td>114</td>
<td>114</td>
<td>0</td>
<td></td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>123</strong></td>
<td><strong>123</strong></td>
<td><strong>891</strong></td>
<td><strong>328</strong></td>
<td><strong>326</strong></td>
<td><strong>2</strong></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**Zone wise details of Consumer Interaction Meetings held on 21.10.2017 at the Sub Divisions of BESCOM (Annexure-2):**

<table>
<thead>
<tr>
<th>Sl No</th>
<th>Zone</th>
<th>Circle</th>
<th>Name of the Sub Division chaired by Superintending Engineer</th>
<th>Division</th>
<th>Name of the Subdivision chaired by Executive Engineer</th>
<th>Remarks</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>BMAZ</td>
<td>North</td>
<td>C2/C6</td>
<td>Malleshwaram</td>
<td>C2</td>
<td></td>
</tr>
<tr>
<td>2</td>
<td></td>
<td></td>
<td></td>
<td>Hebbal</td>
<td>nil</td>
<td>On leave</td>
</tr>
<tr>
<td>3</td>
<td></td>
<td></td>
<td></td>
<td>Peenya</td>
<td>N5</td>
<td></td>
</tr>
<tr>
<td>4</td>
<td></td>
<td>South</td>
<td>S6</td>
<td>Jayanagar</td>
<td>S5</td>
<td></td>
</tr>
<tr>
<td>5</td>
<td></td>
<td></td>
<td></td>
<td>Kormangala</td>
<td>S7</td>
<td></td>
</tr>
<tr>
<td>6</td>
<td></td>
<td></td>
<td></td>
<td>HSR</td>
<td>S10</td>
<td></td>
</tr>
<tr>
<td>7</td>
<td></td>
<td>East</td>
<td>E3</td>
<td>Vidhanasoudha</td>
<td>W4</td>
<td></td>
</tr>
<tr>
<td>8</td>
<td></td>
<td></td>
<td></td>
<td>Shivajinagar</td>
<td>E5</td>
<td></td>
</tr>
<tr>
<td>9</td>
<td></td>
<td></td>
<td></td>
<td>Indiranagar</td>
<td>nil</td>
<td>on leave</td>
</tr>
<tr>
<td>10</td>
<td></td>
<td>West</td>
<td>N1/N3</td>
<td>RR Nagar</td>
<td>W6</td>
<td></td>
</tr>
<tr>
<td>11</td>
<td></td>
<td></td>
<td></td>
<td>Rajajinagar</td>
<td>N6</td>
<td></td>
</tr>
<tr>
<td>12</td>
<td></td>
<td></td>
<td></td>
<td>Kengeri</td>
<td>K1</td>
<td></td>
</tr>
</tbody>
</table>
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.**

In view of this, the Commission directs the BESCOM to ensure preparation of energy bills on monthly basis by considering the 15 minute’s time block period in respect of EHT/HT consumers importing power through power exchange under Open Access. The BESCOM 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 BESCOM:**

BESCOM has commenced billing of EHT/HT Open Access consumers by considering the 15 minute’s time block period from Mar-17 onwards. The Commission was updated about the preparation of energy bills on monthly basis at regular intervals. The details are furnished in the below table.
### Table No. 5.3

<table>
<thead>
<tr>
<th>Months</th>
<th>No. of Consumers</th>
<th>SLDC Schedule in MU</th>
<th>Approx. Forfeited energy in MU</th>
</tr>
</thead>
<tbody>
<tr>
<td>Apr-17</td>
<td>127</td>
<td>128.43</td>
<td>15.32</td>
</tr>
<tr>
<td>May-17</td>
<td>143</td>
<td>135.41</td>
<td>13.41</td>
</tr>
<tr>
<td>Jun-17</td>
<td>136</td>
<td>138.16</td>
<td>12.24</td>
</tr>
<tr>
<td>Jul-17</td>
<td>108</td>
<td>118.47</td>
<td>6.03</td>
</tr>
<tr>
<td>Aug-17</td>
<td>88</td>
<td>101.12</td>
<td>6.78</td>
</tr>
<tr>
<td>Sep-17</td>
<td>84</td>
<td>61.71</td>
<td>4.85</td>
</tr>
<tr>
<td>Oct-17</td>
<td>77</td>
<td>56.42</td>
<td>4.64</td>
</tr>
</tbody>
</table>

### 3. Review of Compliance of Existing Directives:

#### i. Directive on Energy Conservation:

The Commission had directed the ESCOMs 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 applicant consumers’ premises.

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

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

#### Compliance by BESCOM:

- BESCOM have taken several initiatives to create awareness among the public on Energy conservation through various communication modes such as by developing pamphlets, printing slogans on the backside of the electricity bill, advertisement in railway reservation counters through DDIS system, magazines, stalls etc..

- BESCOM has issued circular vide dated: 30.07.2016 to use only BEE 5 star rated Energy Efficient Appliances at all offices of BESCOM. Copy of the same is attached for kind information.
As a part of Energy Conservation:

- BESCOM has implemented “Hosa Belaku” programme. In this programme, BESCOM is distributing 9W LED bulb and 20W LED tube light through M/s. Energy Efficiency Services Pvt. Ltd. The progress of sale of 9W LED bulbs from December-2015 to October-2017 is 81,76,684 Nos. & the Energy Savings is 155.26 MUs and the progress of sale of 20W LED tube lights from January-2017 to October-2017 is 1,35,275 Nos. & the Energy Savings is 0.26 MUs.
• BESCOM has implemented distribution of BEE 5 Star Ceiling fan under under PAVAN scheme through M/s. Energy Efficiency Services Pvt Ltd. The progress of sale of BEE 5 star rated Ceiling fan from April-2017 to October-2017 is 9,824 Nos. and the Energy Savings is 0.020 MUs.

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

The Commission iterates its directive to the BESCOM 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 and directs the BESCOM to monitor effective implementation of the directive on SoP in all its O&M offices. The Commission shall initiate appropriate action on any instance of breach of its directive.

Compliance by BESCOM:

BESCOM has prescribed minimum Standard of service as per the directives from Hon’ble KERC with reference to quality, continuity and reliability of Services. BESCOM is always meticulous in delivering better services to its consumers.

Standards of Performance specified in Schedule I relates to Standards of Performance for which consumers are eligible for payment of an amount in the manner provided in the Schedule I in case, BESCOM fails to achieve the Standards of Performance. The SoP parameters have been displayed in all the Sub Divisions and O&M sections. The details are:

Implementation of Standards of Performance (SoP):

<table>
<thead>
<tr>
<th>Table No. 5.4</th>
</tr>
</thead>
<tbody>
<tr>
<td>No. of Sub Divisions</td>
</tr>
<tr>
<td>123</td>
</tr>
</tbody>
</table>
iii. **Directive on use of safety gear by linemen:**

The Commission iterates its directive that the BESCOM shall ensure that, all the linemen in its jurisdiction are provided with proper and adequate safety gear and ensure that they use the safety gear provided to them while attending to their duties in the field. The compliance in this regard shall be submitted once in a quarter to the Commission regularly.

**Compliance by BESCOM:**

1. Safety gears are procured on time to time and issued to field staff for usage of the same in the field.
2. PO is issued for safety gloves and safety helmets with electronic induction tester and the materials are awaited.
3. Action is taken for procuring Safety Materials like reflective jackets, rechargeable LED torch, eyewear, rope, rainwear, FRP ladders, safety belts and telescopic earthing rods. Tender for toolkit is under process.
4. Instructions are issued from corporate office to follow the safety protocol at work field.
5. Every Monday the section officer will conduct a safety meeting before starting the work and will preach Safety Mantra to all field staff.
6. Instructions are issued from corporate office to conduct the surprise checks of works to check whether the safety materials are used, safety zone is created etc. as per check list provided and deduct one day Casual Leave if any of the staff is not using safety equipment’s for three times and issue a notice for the fourth time. Further penalty is being imposed to the officer who does not conduct the surprise checks.

iv. **Directive on providing Timer Switches to Streetlights by the ESCOMs**

The Commission reiterates its directive that the BESCOM shall ensure that, the new streetlight installations and any extension/modification to be carried out to the existing streetlight installations shall be serviced only with timer switches.
Compliance by BESCOM:

Letter was addressed to BBMP and Municipal Corporation vide dated 14.02.2017 to take up the work of providing timer switches to streetlights on top priority.

BESCOM has once again issued circular vide dated 06.05.2017 to the field staff to insist installation of timer switches to new street light installations. Any extension/modification carried out to the existing street light installations shall be serviced only with timer switches. Copy of the circular is enclosed.
The progress of timer switches to street light installations as on 31.10.2017 are as furnished below:

<table>
<thead>
<tr>
<th>Company</th>
<th>Total No. of existing Street light installations as on Oct-17</th>
<th>No. of installations provided with timer switches as on Oct-17</th>
<th>No. of timer switches in working condition as on Oct-17</th>
<th>No. of timer switches not in working condition as on Oct-17</th>
<th>Balance No of timer switches to be fixed as on Oct-17</th>
</tr>
</thead>
<tbody>
<tr>
<td>BESCOM</td>
<td>A</td>
<td>B</td>
<td>C</td>
<td>D</td>
<td>E=A-C</td>
</tr>
<tr>
<td></td>
<td>54657</td>
<td>16857</td>
<td>13365</td>
<td>3492</td>
<td>41292</td>
</tr>
</tbody>
</table>

v. Directive on load shedding:

The Commission notes that the BESCOM is arranging 7 to 8 hours of single phase power supply on exclusive agriculture feeders segregated under NJY scheme. This is over and above 6-7 hours of 3 phase power. While the intention of providing single phase power may be for use in non-IP set purpose, past experience has indicated that it can be easily used for running IP sets and the ESCOMs have not been able to technically stop such misuse. Just to stop such misuse, NJY is being implemented and BESCOM’s action of equating both exclusive agriculture feeder and NJY feeder though for limited hours goes against the scheme of segregation of feeders. The BESCOM is directed re examine its action and also explain as to why it is extending single phase power supply on exclusive agriculture feeders on par with NJY feeders.

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

Compliance by BESCOM:

1. Estimate of hourly requirement of BESCOM is done on daily basis and submitted to SLDC.
2. Estimate of BESCOM requirement for succeeding month will be prepared and submitted on approval. Presently SLDC is providing availability each day for the next day only.
3. Presently availability is declared on daily basis only by SLDC. Hence shortage between demand and availability for the moth cannot be prepared.
4. BESCOM has developed a web based Feeder Shutdown Protocol (FSP) application which supports the process of 11KV feeder selection on indiscriminate basis in the event of unscheduled outage. This application has to be implemented in coordination with the SLDC, KPTCL, but the SLDC has rejected to launch the application. However BESCOM is posting scheduled and unscheduled outage information to the consumer through SMS & Web Portal in URJAMITRA application (Initiative of Ministry of Power, GOI). Uploading of consumer data to this website is still under progress.

At the same time BESCOM has developed mobile Application (App) to provide information to the consumers through SMS in advance about the date, time & duration of the scheduled interruption & also information about the unscheduled interruptions.

5. Copy Enclosed below:
vi. Directive on Establishing a 24x7 Fully Equipped Centralized Consumer Service Center for Redressal of Consumer Complaints:

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

Compliance by the BESCOM:

To facilitate consumers, BESCOM has established a well-integrated 24 X 7 Customer Helpline through the latest technology & software developments along with in-built automatic call transfer system. The BESCOM helpline contact number is 1912. The Consumers are calling the Customer Helpline Number 1912 which has 30 concurrent lines with Multi-Channel Complaint Registration Facility (Phone, SMS, Online, E-mail Facebook & Twitter).

All the consumer complaints are being registered in the Web enabled PGRS (Public Grievance Redressal System) application. Whenever any consumer registers complaint, they will be provided with the Docket Number, using which they can track their complaint status through Help Line or BESCOM Website. For the speedy redressal of complaints, BESCOM has established Circle control rooms in all the 9 Circles.
In order to facilitate consumers to register their complaints through SMS, BESCOM has developed and deployed a SMS Complaint Management System. Consumers are sending SMS to 58888 to register their complaints. Once the SMS is received, consumer gets the acknowledgment message along with docket number. The application forwards complaint message to the concerned Sub-Divisional AEE, EE for necessary action. After resolving the complaints the concerned field staff will inform the circle control room to close the complaint docket. The executives at circle control rooms confirm with the complainant and then only they will close the docket.

As per the directions of KERC, BESCOM has already published the Helpline contact number 1912 through all Newspapers, Radio and Television and also being publicized regularly through various pamphlets, hoardings, advertisements, Facebook, Twitter, BESCOM Service Station Vehicles, display on Line men uniforms, SMS and notifications.

vii. **Directive on Energy Audit:**

The BESCOM is directed to take up energy audit of DTCs where meters have already been installed and to initiate remedial measures for reducing energy losses in the distribution system. The compliance in respect of DTC-wise energy audit conducted with analysis and the remedial action initiated to reduce loss levels shall be regularly submitted to the Commission on a quarterly basis.

Further, the BESCOM is directed to submit to the Commission the consolidated energy audit report for the FY17, as per the formats prescribed by the Commission, vide its letter No. KERC/D/137/14/91 dated 20.04.2015, before 15th May, 2017.

**Compliance by the BESCOM:**

DTC metering status as on Oct-2017 is enclosed in **Annexure A:**
BANGALORE ELECTRICITY SUPPLY COMPANY LIMITED

Status of DTC Metering as on Oct-2017:
Annexure - A

<table>
<thead>
<tr>
<th>Sl. No</th>
<th>Area</th>
<th>Total no. of DTC existing as at the end of Oct-17</th>
<th>Total DTCs Metred</th>
<th>Balance to be metered</th>
<th>Exempted DTCs from metering (Feeding to IP, Stlt and WW)</th>
<th>Actual DTCs to be metered with modems</th>
<th>Excluding DTCs feeding to IP &amp; WW</th>
<th>Remainin g DTCs to be metered with modems as on Oct-17</th>
<th>Mode ms Fixed</th>
<th>Balance No of metered DTCs for which modems to be fixed</th>
<th>% of Metering</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>BMAZ</td>
<td>48125</td>
<td>47210</td>
<td>915</td>
<td>0</td>
<td>915</td>
<td>0</td>
<td>915 (8+10)</td>
<td>40813</td>
<td>6397</td>
<td>98.10</td>
</tr>
<tr>
<td>2</td>
<td>24 Towns</td>
<td>9640</td>
<td>9293</td>
<td>347</td>
<td>0</td>
<td>347</td>
<td>0</td>
<td>347 (8+10)</td>
<td>8873</td>
<td>420</td>
<td>96.40</td>
</tr>
<tr>
<td>3</td>
<td>NON RAPDRP</td>
<td>229758</td>
<td>57127</td>
<td>172631</td>
<td>135017</td>
<td>37614</td>
<td>5926</td>
<td>31688 (8+10)</td>
<td>45000</td>
<td>6201</td>
<td>24.86</td>
</tr>
<tr>
<td>Total</td>
<td></td>
<td>287523</td>
<td>113630</td>
<td>173893</td>
<td>135017</td>
<td>38876</td>
<td>5926</td>
<td>32950 (8+10)</td>
<td>94686</td>
<td>13018</td>
<td>39.52</td>
</tr>
</tbody>
</table>

DTC metering for IP set and Water supply installations are exempted, balance metering to be carried out on approximately to 38876 Nos. of DTCs.

There are approx. 5926 Nos. of DTCs identified under IPDS towns which are to be metered, for which tendering process is already initiated. Hence balance DTCs to be metered as on Oct-2017 is 32950 Nos.

For carrying out energy audit of metered DTCs, BESCOM has taken all measures to resolve the issues and the same is under progress.

In RAPDRP area DTC wise Energy audit reports requires fine tuning in incremental data, GIS updating and integration with RAPDRP system. Once its integrated DTC wise system generated Energy audit reports will be submitted regularly to the Commission.

In Non-RAPDRP area DTC wise energy audit reports are generated from Jan-2016 onwards for 38000 Nos. of DTCs. Due to improper tagging most of the DTCs are having abnormal losses. Action is being taken to set right the same. Quarterly reports of ranges of loss levels are furnished to KERC regularly.

Also Energy audit reports at Town/Division/Feeder wise are furnished regularly to Commission in the prescribed format for quarterly review meetings.
viii. Directive on Implementation of HVDS:

1. The Commission notes that implementation of HVDS involving 68 feeders in Tumkur RSD1&2, Chikkaballapura and Doddaballapura sub-divisions has been completed. The BESCOM is directed to expedite analysis of the feeders commissioned in order to evaluate the benefits accrued to the system post implementation vis-à-vis the objectives set out in the DPR.

2. Further, the BESCOM needs to expedite implementation of HVDS in its Ramanagara circle by drawing up an action plan for timely completion so as to derive the envisaged benefits on implementation of the scheme.

3. The Commission with a view to minimize the cost had issued revised guidelines for implementation of HVDS in sub-divisions/feeders having highest distribution losses, so that a higher loss reduction could be achieved on implementation of HVDS at a reasonable cost. The BESCOM is directed to follow these guidelines to reduce the cost of implementation of HVDS in Ramanagara circle.

4. As regards the implementation of HVDS in Kanakapura sub-division, the Commission vide its letter No. KERC/D/75/2016-17/2603, dated 14.2.2107 has asked the BESCOM to attend to the observations noted by the Commission and submit the revised report of the project as per actuals. The BESCOM was also directed to make a presentation before the Commission outlining the benefits accrued to the system post implementation of the HVDS project in Kanakapura sub-division. The Commission directs the BESCOM to comply with these instructions at the earliest.

5. The Commission reiterates its directive that the BESCOM shall follow the revised guidelines issued by the Commission on this issue and implement the HVDS programme in Ramanagara circle and submit the progress/compliance thereon once in a quarter, to the Commission regularly.

6. It is to confirm that, BESCOM is following the revised guidelines issued by the Commission pertaining to implementation of HVDS programme in Ramanagara circle.

Compliance by the BESCOM:

1. The implementation of HVDS involving 68 feeders in Tumkur RSD-1 & 2, Chikkaballapura and Doddaballapura sub-divisions of BESCOM has been completed. The analysis of the feeders commissioned with respect to benefits accrued to the
system post implementation vis-à-vis the objectives set out in the DPR have been carried out by Third party Agency M/s. N_Arc Consulting, New Delhi & the reports have already been submitted to Hon'ble Commission by BESCOM in the month of July-2017.

2. The DPRs pertaining to implementation of HVDS scheme in Ramanagara division, BESCOM have been prepared as per the revised guidelines of the Commission & got approved for implementation of project by KERC vide ref no: KERC/D/75/15-16/1583 Dt: 20.09.2016. The works are tendered through e-procurement portal as per KTTP act & awarded to the successful agency accordingly. The works are under progress & will be completed within the scheduled period as per the contract. As per the directives of KERC, to derive the envisaged benefits on implementation of the scheme & for Pre & Post analysis TPIA have been called by BESCOM & will be awarded shortly.

3. As per the directives of Commission, M/s. CPRI, Bangalore have been appointed as Third Party Inspection Agency (TPIA) for pre & post analysis of HVDS works in Kanakapura division & outlining the benefits accrued to the system post implementation of the HVDS project in Kanakapura division will be submitted before the Commission after completion of works. The works are under progress & nearing completion. The TPIA reports are awaited.

4. The Physical & Financial progress in respect of HVDS works in Ramanagara circle will be submitted before commission once in a quarter without fail.

ix. Directive on Niranathara Jyothi – Feeder Separation:

BESCOM is hereby directed to commission the remaining feeders taken up under phase-3 expediously and thereafter to carry out the feeder-wise analysis so as to ensure that the objectives set out as per DPR are accomplished. Further, the BESCOM shall ensure that NJY feeders are not tapped illegally for running IP sets which would defeat the very purpose of feeder segregation scheme undertaken at huge cost. The consumers who are found to be tapping the NJY feeders need to be dealt with seriously for theft of Energy. The field officers/officials who failed to note and curb illegal tapping shall personally hold responsible for these irregularities.

The commission reiterates its directive to the BESCOM to continue to furnish feeder wise IP set consumption based on Energy meter data in respect of agricultural feeders segregated under NJY, to the commission every month.
Compliance by the BESCOM:

1. BESCOM has taken up 380 Nos of feeders under NJY Phase-3 scheme and the progress of works at the end of Oct-17 is as follows:

   a) Feeder works Completed :- 358 Nos
   b) Feeder Commissioned:- 311 Nos

   Balance works will be completed by the end of Dec-17. Also BESCOM has awarded the work of Pre and post analysis for NJY Phase-3 works to Third party agencies and the works are under progress. The agencies have taken up the analysis and the report will be submitted in due course of time.

   Field officers have been directed to take action for prevention of illegal tapping of NJY feeders by farmers.

   The commission notes that the BESCOM is arranging 7 - 8 hours of single phase power supply on exclusive agriculture feeders segregated under NJY scheme. This is over and above 6 - 7 Hours of 3 phase power. While the intension of providing single phase power may be for use in non IP set purpose, past experience has indicated that it can be easily used for running IP sets and ESCOMs have not been able to technically stop such misuse. Just to stop such misuse, NJY is being implemented and BESCOM’s action of equating both exclusive agriculture feeders and NJY feeder though for limited hours goes against the scheme of segregation of feeders. The BESCOM is directed re-examine its action and also explain as to why it is extending single phase power supply on exclusive agriculture feeders on par with NJY feeders.

2. IP set consumption based on Energy meter data in respect of already segregated agricultural feeders under NJY will be furnished by The GM (M&C) section in the prescribed format as directed by the Hon’ble Commission.

3. BESCOM is providing three phase power supply to agricultural feeders as per the policy of GoK i.e 3 hours of three phase power supply during day time and 4 hours of three phase power supply during night time for agricultural feeders. Totaling 7 hours.

   Also BESCOM is providing single phase power supply to segregated agri feeders to an extent of 7-8 hours. This is to provide power supply to all farm houses, poultry farms etc., coming on 11kv agri feeders for residential and illumination during night hours.

   The Agricultural feeders are provided with numerical over load relays to limit the loads to that of connected single phase load of 11kV feeders with the intention of providing
continuous power supply to farm houses, poultry farms etc., during non-three phase power supply period. This is also to prevent unauthorized usage of IP sets during single phase period of power supply.

Further BESCOM has prescribed the procedure to be adopted for arranging single phase power supply to segregated agri feeders and the circular has already been issued to the field staff vide letter No. BESCOM/DT/PS/BC-1/2014-15/CYS-117 dated 9.4.15.
Details of the Procedure adopted for providing power supply to Agri feeders during single phase power supply period is reproduced below:

1. If load recorded is more than the setting in case of Agri feeders, the feeder trips, then procedure adopted is as noted below:

2. The current setting of overload relays is set based on the sanctioned/connected single phase loads of the respective agricultural feeders.

3. If the feeder trips on overload relay during single phase power supply period, the agricultural feeder is test charged after 10 minutes.

4. If the feeder trips again on overload relay, the agricultural feeder will be kept open for a period of half an hour & subsequently the feeder will be charged.
5. If the feeder trips again on overload relay, the agricultural feeder will be kept open for a period of one hour & subsequently the feeder will be charged.

6. If the feeder trips again due to overload relay during single phase power supply period, the feeder will be kept permanently open during the remaining single phase power supply period. i.e till the 3 phase power supply is resumed as per schedule.

x. Directive on Demand Side Management in Agriculture:

The BESCOM is directed to expedite the implementation of DSM measures in 11kV Harobele feeder in Kanakapura taluk and report compliance thereon to the Commission within three months from the date of this Order.

Compliance by the BESCOM:

BESCOM has taken up a Surya Raitha pilot project to arrange solar power supply to 310 no’s of IP sets of Harobele 11kV feeder of Kanakapura. Out of 310 nos. of Solar PV powered IP sets, 250 nos. are commissioned as on September-2017 under Phase-I. Work for additional 60 IP sets under Phase-II of Surya Raitha pilot project is under progress.

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

The Commission directs the BESCOM 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 from May, 2017 onwards. The Commission as already indicated in the earlier Tariff Orders would be constrained to initiate penalty proceedings under section 142 of the Electricity Act, 2003, against BESCOM in the event of non-compliance in the matter.

Compliance by the BESCOM:

RGGVY XII Plan:

For electrification of un-electrified BPL households under RGGVY XII scheme the DWA is issued to 05 districts of BESCOM namely Bangalore Rural, Kolar, Ramanagara, Chikkaballapura & Davangere districts in the month of Jan-2015. As per detailed work
award issued the time schedule for completion of work is 31st December 2016.

The progress achieved under RGGVY scheme is as under:

<table>
<thead>
<tr>
<th>Sl. No.</th>
<th>Name of District</th>
<th>No. of BPL HH identified for electrification as per DWA</th>
<th>No. of BPL HH identified for electrification as per survey</th>
<th>Total progress as at the end of September-17</th>
<th>% Progress</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Bangalore Rural</td>
<td>6167</td>
<td>8303</td>
<td>8303</td>
<td>100%</td>
</tr>
<tr>
<td>2</td>
<td>Davangere</td>
<td>21294</td>
<td>25042</td>
<td>25042</td>
<td>100%</td>
</tr>
<tr>
<td>3</td>
<td>Kolar</td>
<td>13041</td>
<td>21312</td>
<td>21312</td>
<td>100%</td>
</tr>
<tr>
<td>4</td>
<td>Chikkaballapura</td>
<td>15460</td>
<td>24696</td>
<td>24696</td>
<td>100%</td>
</tr>
<tr>
<td>5</td>
<td>Ramanagara</td>
<td>4569</td>
<td>18399</td>
<td>18399</td>
<td>100%</td>
</tr>
<tr>
<td>Total</td>
<td></td>
<td>60531</td>
<td>97752</td>
<td>97752</td>
<td>100%</td>
</tr>
</tbody>
</table>

Initially 60531 no’s of un-electrified BPL households were identified for electrification in 05 districts. During course of execution 97752 no’s of un-electrified BPL households are surveyed and electrified in 05 districts of BESCOM as at the end of September-2017.

DDUGJY Scheme:

For electrification of un-electrified BPL households under DDUGJY scheme, the DWA’s are issued to 08 districts of BESCOM to qualified agencies on March-2017 (For 06 districts) and May-2017 (For 02 districts). The Letter of Intent is issued on Jan-2017 (For 06 districts) and March-2017 (For 02 districts). Time line fixed for completion of works in all aspects is within 24 months from the date of issue of letter of Intent (LOI) to the Agencies.

<table>
<thead>
<tr>
<th>Sl. No.</th>
<th>Name of the District</th>
<th>BPL Households identified for electrification</th>
<th>Progress as at the end of October 2017</th>
<th>% Progress</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Bangalore Rural</td>
<td>4315</td>
<td>0</td>
<td>0.00%</td>
</tr>
<tr>
<td>2</td>
<td>Davanagere</td>
<td>5885</td>
<td>0</td>
<td>0.00%</td>
</tr>
<tr>
<td>3</td>
<td>Kolar</td>
<td>4563</td>
<td>0</td>
<td>0.00%</td>
</tr>
<tr>
<td>4</td>
<td>Chikkaballapura</td>
<td>4173</td>
<td>580</td>
<td>13.90%</td>
</tr>
<tr>
<td>5</td>
<td>Ramanagara</td>
<td>7689</td>
<td>0</td>
<td>0.00%</td>
</tr>
<tr>
<td>6</td>
<td>Chitradurga</td>
<td>36817</td>
<td>0</td>
<td>0.00%</td>
</tr>
<tr>
<td>7</td>
<td>Tumkur</td>
<td>50694</td>
<td>225</td>
<td>0.44%</td>
</tr>
<tr>
<td>8</td>
<td>Anekal Taluk of Bangalore Urban</td>
<td>5523</td>
<td>0</td>
<td>0.00%</td>
</tr>
<tr>
<td>Total</td>
<td></td>
<td>119659</td>
<td>805</td>
<td>0.67%</td>
</tr>
</tbody>
</table>
BESCOM is committed to complete the electrification of identified BPL households under DDUGJY scheme within the stipulated time fixed by REC in all aspects.

However in respect of non-BPL household’s electricity work will be taken up and completed immediately as and when the applicants file their applications duly following the KERC norms in arranging power supply.

The above mentioned reasons are submitted for kind consideration of KERC. Further it is also requested not to initiate penalty proceedings under section 142 of the electricity act, 2003, against BESCOM.

xii. **Directive on Implementation of Financial Management Framework:**

The Commission reiterates its directive that the BESCOM shall implement the financial management framework model and report compliance thereon on a quarterly basis to the Commission.

**Compliance by the BESCOM:**

In pursuant to the commission’s directives, BESCOM Corporate Office has designed and implemented the Financial Management Framework Model vide Circular No. BESCOM/BC-22/2017-18/CYS-10, dated 26.7.2017.

Where in **Targets are fixed for (a) T&D losses (b) Tariff wise ARR (pure), (c) ARR (all) (d) Sales, (e) Revenue Demand (f) 100% Billing Efficiency and (g) 100% Collection Efficiency on Collection Target for all levels from Sub-division to Zone and also defined new Business Report to measure the performance.**

T&D losses are fixed separately for HT & LT category as approved by commission and the average T&D losses for specific level of office is arrived based on the sales of FY17.

Average realization Rate (ARR) (Excluding Tax and FAC) & (Revenue All) are fixed based on the Consumer mix contribution factor of each office in FY18.

Collection target is inclusive of net revenue demand +10% of clear recoverable arrears + 5% of long disconnection installation arrears.
Workshops and meetings have been conducted towards effective implementation of Financial Frame work Model.

Following reports are here in enclosed for perusal of the Hon’ble Commission:


b) PPT towards Implementation + MoM dated 08.08.2017

c) Minutes of the Meeting dated 22.09.2017 conducted by DF along with SDO wise Performance reports SDO wise/Section Wise Quarter wise reports of S10,S3, Kengeri Division, Shivaji Nagar Division and Ramanagar Division reviewed by MD BESCOM during November 2017.

Performance Report for Q1 & Q2 FY18 of all levels (Target Vs Achievement).

xiii. Directive on Prevention of Electrical Accidents:

The Commission reiterates its directive that the BESCOM 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 its distribution system. The compliance thereon shall be submitted to the Commission every month, regularly.

Compliance by the BESCOM:

1. Instructions are issued from corporate office to rectify the identified hazardous locations on top priority.

2. Third Saturday of every month is conducted as safety day and instructions are issued from corporate office to field staff to conduct safety day every month wherein officers have to educate the field staff regarding safety and to take at least one feeder maintenance work every month in each division.

3. LOI is issued for fixing the incoming and outgoing name plate details for every DTC and change over points.

4. Several circulars are issued from corporate office regarding staff and public safety.

5. Instructions are issued from corporate office to attend the observations of DTCs and Lines made by the electrical inspectorate department.
6. Safety pamphlets, Book markers and Safety game boards have been distributed during ELECRAMA-2016.

7. LT spacers are being installed where ever required.

8. LTD boxes are being installed where ever required.

9. Instructions were issued to all the field staff to immediately rectify the dangling wires on transformers/poles, raise the aerial fuse boards to safety height, prune the trees along the HT/LT lines, clean the transformer/ RMU surroundings, maintain feeder pillar boxes & LTD boxes etc.

10. Modification of 11KV GOS had been carried out in BMAZ area.