List of Members present, Members absent (with Notice/leave of absence) and Members absent (without notice) are as given in the Annex.

The Advisory Committee consoled the death of Sri G.S. Shashidhar, Director (Tariff), KERC, by observing two minutes silence.

The Chairman welcomed the Members to the meeting. He also welcomed the new Members Sri. G.M. Pasthapur and Narayana Gowda to the meeting.

18.1 Confirmation of the minutes of the previous meeting: The Minutes of the previous meeting held on 19th December 2006, was confirmed.

18.2 Presentation by Sri S.D. Ukkali Member KERC

Sri S.D. Ukkali, Member(Tech) KERC, who recently attended a workshop on Electricity Reliability at USA, made a presentation to the Advisory Committee. In his presentation, Sri Ukkali highlighted the reliability aspects being practiced in USA. The main points covered in the presentation were:

- USA is able to achieve good reliability by installing adequate generation capacity with proper mix, compatible & robust transmission & distribution systems.
- Despite surplus capacity availability, the grid is not free from problems due to improper relay co-ordination and protection.
- By US Energy policy Act of 2005, FERC is to oversee the reliability factors of the grid. The Act delegates authority to set & enforce mandatory standards.
- Strict penalties are imposed for violating the mandatory standards.
- Monitoring methods through Periodic reporting, self-certification, exception reporting & Investigations.
USA is concerned about environmental & global warming, since it is the largest carbon emitting country.

To mitigate the problem, USA is planning to reduce and eliminate usage of fossil fuels.

Generation of electricity is being planned by usage of Hydrogen fuel cells.

Enforcing Reliability through proper asset management.

Creation of word-wide web for optimum utilisation energy.

18.3 Presentation by Sri Y.G.Muralidharan Consumer Advocate KERC:

Sri Y.G.Muralidharan, Consumer Advocate KERC made a presentation on Facilitating Consumers’ Involvement in Electricity Regulatory Process. The presentation was aimed at empowering the consumers to involve themselves in the decision making process of the Regulatory Commission. The highlights of the presentation are:

- Why Consumer Participation in the Regulatory process?
- Establishment of Consumer Advocacy in terms of the Reform Act, which has helped flow of information from the regulator to the consumer and vice-versa
- Activities & Role of the Consumer Advocate since its inception,- highlighting the details of regulations issued on Standards of performance, representing the consumers in formal proceedings before the Commission, Monitor compliance with the consumer protection rules and standards, serve as clearing house for consumer complaints, empower consumer with tools needed to advocate for themselves etc.,
- Detailed accounts of the workshops held, complaints handled, dissemination of information through leaflets, Glossary of Electricity terms, Networking consumers, and training on Electricity Act to consumer groups by brainstorming sessions etc.

He further highlighted the challenges ahead like absence of strong consumer groups, funds and manpower for consumer advocacy, commitment and support from the state.

He also informed about the future programmes planned during 2007.

The Chairman KERC stated that the purpose of this presentation is to discuss about the effective participation of the consumers in the Regulatory process. Since the Commission has the responsibility to protect the consumer interest
and also to balance the interest of the licensees, there is a need to put in place a mechanism to make the consumers participate more effectively. He further stated that since the licensees have better technical and financial resources as compared to the consumers who do not have any, there is a need to earmark funds to the consumer groups. He also informed the Members that this subject was discussed at the FOIR meeting held at Ramanagar (Nainital) recently, wherein the FOIR has recommended to the Govt. to arrange for the ATE proceedings to be held at various places so that the consumers can easily take part in the proceedings. The Chairman requested the Members to give their views on the effective consumer participation in the Regulatory process.

MD KPTCL and MDs of ESCOMs suggested taking various measures such as frequent contact programmes at Divisional/Sub-divisional levels, IVRS, Phone-in Programmes, Empowering employees to solve problems etc.

The Consumer advocate clarified that the purpose of this discussion is to address structural issues and not transaction (Grievance) issues. He stated that while transaction issues are being addressed by ESCOMs promptly, the structural issues such as consumer participation in the Regulatory process are not being focussed.

Sri K.N. Venkatagiri Rao, Member stated that the consumers’ participation requires knowledge of the power sector, creativity etc. He also stressed that the mindset of officials of licensees has to change and there should be commitment on the part of the staff and officers to solve the problems of the consumers

Sri Narayana Gowda, Member stated that after the introduction of reforms, there is perceptible change in the mindset and attitude of the staff of the licensees
Sri G.M. Pastapur Member stated that the staff of the ESCOMs should have adequate knowledge of the Standards of Performance and that they should be trained. He also felt that the mindset of the officers has to change and that their attitude towards consumers has to improve in order to gain confidence, which will help them in getting the full support from the consumers.

Sri A.S. Kulkarni also agreed with the views expressed by Sri G.M. Pastapur. He also suggested that there should be periodical interaction meetings between the licensees and the consumers.

Sri Satya Prema Kumar, Member agreed with the views that there has been no focus on addressing the structural issues. He suggested to make use of the Training Centres of KPTCL in apprising the staff of ESCOMs about the existence of Regulations issued by KERC. He also suggested to conduct workshops at State levels on working of KERC, Consumer Advocate, CGRF and Ombudsman etc. He also suggested creation of necessary fund for this purpose by ESCOMs.

Chairman KERC stressed the need for creation of a fund for conducting workshops, training on consumer awareness programmes etc. He also suggested that Commission can earmark certain amount in the ERCs of ESCOMs. He requested the Consumer Advocate to work out the modalities for creation of a mechanism in the form of a regulation or an order to address these issues. For this purpose a Committee consisting of the following Members/Officers was constituted:

1. S. Sumanth MD MESCOM
2. Sri Vijaya narasimha, MD CESC
3. Sri K.N. Venkatagiri Rao Member
4. Sri B.N. Satyaprema Kumar, Member
5. Sri. M.G.Prabhakar, Member
6. Sri Shaik Ahmed, Secretary KERC

Sri Y.G. Muralidharan Consumer Advocate will be the Convenor. The Chairman desired that the Report of the Committee be submitted within two months.

18.4 Discussion on Electrical Accidents:
The Chairman informed the Committee that incidents of accidents are increasing alarmingly year after year and that licensees are not taking prompt action settling payment of Solatium to the accident victims. He observed that the licensees are not spending the required amount as per the action plan for reducing the accidents.
Sri Narayana Gowda suggested liberalising the existing procedure for settlement of Solatium.

18.5. Any Other Subject:
   a) Formation of a review panel:
   Sri M. Nagaraj Director Technical stated that as per clause 1.3.1, of the Grid Code/ Distribution Code, the distribution licensees shall periodically review the Distribution Code and its implementation, as and when necessity arises. For this purpose a Review panel shall be established as provided in the Distribution Code. He informed the Committee that so far no such Review Panel has been established by the Licensees. He informed the Committee about several representations being received from applicants seeking power for installations constructed below EHT lines and the licensees not providing power supply to such buildings quoting the provisions in the Distribution Code. He observed that in the absence of recommendation from the Review Panel, the Commission is unable to amend the Distribution Code appropriately. The
Chairman stated that necessary action would be initiated by the Commission in this regard.

b) **Complements to KPTCL, KPCL & BESCOM:**

Sri M.G. Prabhakar Member complemented KPTCL and KPCL for getting National Award. He also complemented BESCOM for attending to all the consumers' grievances promptly.

The Chairman thanked all the participants and concluded the meeting.

Sd/-
Chairman

No.J/02/1 Dated 25th April 2007

Copy to All the Members of the Advisory Committee
Copy to:
PS to Chairman/Member-1/ Member (Tech)/
PS to Secretary/Director (Tech)/ Consultant CA/TAC/SFA/Consultant (Tech)-1 & 3, DD (dist)/ DD(DF)/DD(Legal)/KTO/AO/

Secretary
### Members present

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<th>No.</th>
<th>Name</th>
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<tr>
<td>1.</td>
<td>Mr. K.P. Pandey</td>
<td>Chairman</td>
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<td>2.</td>
<td>Mr. H.S. Subramanya,</td>
<td>Member-I</td>
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<td>3.</td>
<td>Mr. S.D. Ukkali,</td>
<td>Member - Technical</td>
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<td>4.</td>
<td>Managing Director, KPTCL.</td>
<td>Committee Member</td>
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<td>5.</td>
<td>Shri J. Ravi, Executive Engineer (Civil),</td>
<td>Committee Member</td>
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<td></td>
<td>(on behalf of MD, KPCL).</td>
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<td>6.</td>
<td>President, KEB Engineers Association,</td>
<td>Committee Member</td>
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<td>7.</td>
<td>Mr. M.G. Prabhakar</td>
<td>Committee Member</td>
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<td>8.</td>
<td>Mr. K.N. Venkatagiri Rao</td>
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<td>9.</td>
<td>Shri Raghavendra Raju,</td>
<td>Committee Member</td>
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<td>10.</td>
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<td>11.</td>
<td>Managing Director, GESCOM.</td>
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<td>12.</td>
<td>Shri A.S. Kulkarni.</td>
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<td>13.</td>
<td>Shri S. Govindappa</td>
<td>Committee Member</td>
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<td>14.</td>
<td>President, KPTCL Employees Union, Bangalore</td>
<td>Committee Member</td>
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<td>15.</td>
<td>G.M. Pastapur</td>
<td>Committee Member</td>
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<tr>
<td>16.</td>
<td>Chief Engineer (El.), South Western Railway</td>
<td>Committee Member</td>
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### Members Absent (With Notice)

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<tr>
<td>1.</td>
<td>Shri Sathyanarayana Udupa</td>
<td>Committee Member</td>
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<td>1.</td>
<td>Managing Director, Bhoruka Power Cor. Ltd.,</td>
<td>Committee Member</td>
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<td>2.</td>
<td>Secretary, Department of Food &amp; Civil Supplies</td>
<td>Committee Member</td>
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