

APPENDIX

REVIEW OF COMPLIANCE OF DIRECTIVES ISSUED BY THE COMMISSION

The Commission had in the earlier tariff orders and in various letters issued the following directives for compliance by BESCOM. Compliance of those directives by BESCOM is discussed in this section

1) **Directive on Demand Side Management and Energy Efficiency Measures**

BESCOM is directed to explore the possibility of introducing the following DSM and Energy Efficiency measures, which would result in reduction in energy consumption and reduction of peak loads/demand

- Making "Time of Day Tariff" compulsory for industrial consumers, which is optional now.
- Energy efficient street lighting systems and Installing electronic "time switches" for streetlight installations for switching "on" and "off" for the required timings as discussed in directives on DSM.
- Bifurcation of agricultural loads from the existing 11 KV feeders.
- Adopting HVDS for agricultural loads, which results in reduction of line loss and prevents theft of energy. For this, the Andhra example could be studied and emulated.
- To encourage consumers to use solar water heaters which could save considerable morning peak.
- To adopt "Bachat Lamp Yojana" that is being launched by the Bureau of Energy Efficiency.

BESCOM is directed to formulate a time bound action plan to implement the above Demand Side Management and Energy Efficiency Measures and submit the same to the Commission within three months from the date of this order (25-11-2009). Further the DSM

cell of BESCO shall carry out the functions as envisaged in the FOR report on DSM.

Compliance by BESCO

i. Making 'Time of Day Tariff' compulsory for industrial consumers, which is optional now.

Meetings were conducted with the HT consumers to elicit opinion regarding compulsory implementation of TOD to industrial consumers. The feedback is awaited.

However, it is proposed to make TOD compulsory for certain categories of HT installations, the same is furnished under the heading New Proposals in this filing.

ii. Energy efficient street lighting systems and Installing electronic 'time switches' for streetlight installations for switching 'on' and 'off' for the required timings as discussed in directives on DSM.

The compliance on the subject matter has already been reported during 2nd MYT filing made on 13.08.2010.

We are regularly pursuing with BBMP and the other local bodies through Zonal Chief Engineers (Ele.) who have been nominated as the coordinators for installing Energy efficient street lighting systems and installing electronic 'time switches' for streetlight installations.

iii. Bifurcation of agricultural loads from the existing 11 KV feeders

BESCO has taken up the work of segregating agricultural loads from the existing 11kV feeders in the form of Niranthara Jyothi, a scheme to provide 24X7 uninterrupted power supply to non-agricultural loads in rural areas in 2 phases. The updated progress is being regularly submitted to the Hon'ble Commission. Details are enumerated under compliance for Directive 3, Taluk wise segregation of feeders.

- iv. **Adopting HVDS for agricultural loads, which results in reduction of line loss and prevents theft of energy? For this, the Andhra example could be studied and emulated.**

In view of Niranthara Jyothi project being implemented for providing 24 hrs power supply to rural areas other than IP sets, by segregating 11 kV feeders for IP sets, No further action is taken regarding adopting HVDS for agricultural loads. The progress is furnished as compliance to Directive No 3, Taluk wise segregation of feeders.

- v. **To encourage consumers to use solar water heaters**

The updated progress is regularly submitted to the Hon'ble Commission.

Field officers have been directed to adhere to the notifications issued regarding mandatory use of Solar Water Heating systems by the consumers as per the guidelines of Government of Karnataka.

Details are as follows

Solar Water Heaters

Particulars	2008-09	2009-10	2010-11
No. of installations serviced with solar water heaters	6187	47218	52491

- vi. **To adopt 'Bachat Lamp Yojana' that is being launched by the Bureau of Energy Efficiency.**

M/s HPL Electric and Power Pvt., Ltd., have been entrusted for implementation of Bachat Lamp Yojana in two O&M Circles namely Bangalore Rural and Kolar. There are about 13,59,040 domestic installations in these two circles. Out of 6,03,550 installations in Kolar circle, 1,32,500 installations are covered by replacing 5,14,000 incandescent lamps by CFLs (Maximum of 4 CFLs in lieu of incandescent lamps per installation).

Work in Bangalore Rural circle is yet to be taken up.

Letter of Award has been issued to M/s. Energy Efficiency Services Limited, a joint venture company of Public Sector Undertakings of Ministry of Power, Government of India on 9th March 2011 for implementation of the BLY in Bangalore city. Work is yet to be taken up.

In respect of other two O&M circles namely Tumkur and Davanagere, evaluation is under progress after re-tendering.

Commission's views

BESCOM is directed to formulate a time bound action plan within three months to implement the above Demand Side Management and Energy Efficiency Measures immediately. The progress achieved in regard to bifurcation of IP loads and Installing electronic "time switches" for streetlight installations are not upto the expected level. The progress achieved in implementing the directives shall be reported to the commission on a quarterly basis.

Also, Commission suggests that ESCOMs on behalf of the local bodies, may take action for installing time switches to the streetlight installations and recover the cost from the local bodies to save time in avoidance of the wastage of energy.

2) Directive on Implementation of Intra State ABT

KPTCL and ESCOMs have reported that they have commenced the process of setting up Area Load Despatch Centres to implement Intra State ABT as earlier directed. The Commission hereby directs that the work of establishing ALDCs in all the ESCOMs shall be completed fully and Intra State ABT is made operational by 31st August,2010. KPTCL and ESCOMs shall furnish to the Commission a status report by 22nd April,2010 on the progress achieved as on 15th April,2010. Thereafter,progress achieved in this regard shall be reported to the Commission on fortnightly basis.

Compliance by BESCO

The Company has initiated full fledged Distribution Control Centre. KPTCL is yet to complete the implementation of SCADA in all its stations in BESCO jurisdiction. Every day hourly availability in terms of peak load and energy at 220kV station level is being furnished by SLDC, KPTCL. BESCO allocates the hourly peak load and energy at 220kV station levels depending upon the availability.

Commission's views

In the Advisory committee meeting held on 30.03.2011 it was informed by MD KPTCL that the intra state ABT would be implemented from April 2011 and the Generators would also be included. KPTCL & ESCOMs **shall complete the remaining activities for implementation of Intra State ABT within three months.**

3) Directive on Taluk-wise Feeders' Segregation

ESCOMs shall furnish to the Commission the programme of implementing 11 KV taluk wise feeders' segregation during the financial year 2010-2011 with the following details-

- a) No. of 11 KV feeders considered for segregation.*
- b) Month wise time schedule for completion of envisaged work.*
- c) Improvement achieved in supply after segregation of feeders.*

Compliance by BESCO

Progress of Niranthara Jyothi works Phase-I and Monthly Implementation Plan

Niranthara Jyothi works Phase-I

Particulars	Up to End of Mar-11	
	Target	Achievement
No. of Niranthara Jyothi feeders to be constructed	269	89
Financial Progress as per Rs. In Crs	229.04	

Note Reasons for not achieving the target

- During beginning of the works, poles were not supplied by the pole manufacturers as per the schedule.
- The work progress was slow from July-2010 onwards due to rain and standing crops.

STATUS

Out of 269 feeders, work has been completed in respect of 89 feeders, the status of balance 180 feeders is

- 90% of work under progress in 51 feeders
- 80% of progress in 47 feeders
- 50-70% of progress in 44 feeders
- Below 50% of progress in 38 feeders.

It is proposed to complete the remaining 180 feeders under phase I by Aug 11 as per the schedule furnished below

May 11	June 11	July 11	Aug 11	Total
35	45	45	55	180

Niranthara Jyothi works Phase-II

1	Expected schedule date of Commissioning	March 12
2	Total Amount in Rs Crs.	380.16
3	No. of Taluks	21
4	No.of Feeders	280

Note 8 Nos. of feeders have been added to the proposed Phase II works. The target is revised from 272 to 280.

Commission's views

The progress achieved in implementing the works under NJY scheme is not satisfactory. BESCO is directed to complete the work within the schedule time and shall furnish to the Commission the month wise schedule for completion of the work and also the progress achieved.

4) Directive on Metering at the Distribution Transformer Centres (DTCs)

The Commission had earlier directed ESCOMs to complete installation of meters at the DTCs. The Commission directs that the installation of meters at the DTC level shall be Completed by all ESCOMs by 31st December,2010.In this regard ESCOMs shall furnish to the Commission the following information by 30-04-2010 and shall thereafter report on a monthly basis on the progress achieved in respect of -

- a) No. of DTCs existing in the Company.***
- b) No. of DTCs already metered.***
- c) No. of DTCs yet to be metered.***
- d) Time bound monthly programme for completion of work by 31.12.2010.***

Compliance by BESCO

A tentative program for metering urban and rural DTCs was envisaged. However, it is to be stated that the subject matter was placed before 59th Central Purchase Committee (CPC) meeting which was held on 25.04.2011. The matter was deferred in 59th CPC and the subject will be resubmitted before the ensuing CPC meeting.

In respect of Rural DTCs metering tender No BCP 486/ 2010-11, the Type test reports on sample meters is awaited from CPRI and is being pursued. After receipt of the test reports, the subject will be placed before CPC for a decision.

Commission's views

In spite of Commission's direction to complete the installation of meters at the DTC level so far the progress achieved by BESCO is not satisfactory. BESCO shall furnish the plan of action for obtaining meter readings and to conduct energy audit.

5) Directive on prevention of electrical accidents

The Commission has reviewed the electrical accidents that have taken place in the State during the year 2009-10 and with regret noted that as many as **399 people** and **424 animals** have died due to these accidents.

From the analysis, it is seen that the major causes of these accidents are due to **snapping of LT/HT lines, accidental contact with live LT/HT/EHT lines, hanging live wires around the electric poles/transformers etc., in the streets .**

Having considered the above matter, the Commission hereby directs BESCO to prepare an action plan to effect improvements in the transmission and distribution networks and implement safety measures to prevent electrical accidents. Detailed Division wise action plans shall be submitted by BESCO to the Commission within two months.

Compliance by BESCO

In this regard compliance is already furnished to the Commission vide letter dated 28.03.2011. However, the subject matter came up for discussion during the 30th Meeting of Advisory Committee meeting held on 30.03.2011. Commission vide letter dated 12.04.2011 had directed ESCOMs to prepare and submit plan of action by the end of June 2011. The same is being processed.

Commission's views

The Commission noted that even during 2010-11, 391 people and 595 animals have died in the State due to accidents. This has been viewed seriously. In addition to procurement of safety equipments, it is also essential to make use of equipments in a safe manner. Employees should be trained. BESCOM shall submit action plan to reduce accidents within one month.

6) Directive on HT / LT Ratio

BESCOM is directed to take measures to achieve HT line : LT line ratio of 1:1 by adopting Niranthara Jyothi Yojana in rural areas and by converting LT lines into HT lines and providing additional DTCs in Urban areas in one taluk as a pilot project. By achieving 1:1 ratio, LT line losses will be reduced. BESCOM shall furnish time bound action plan to achieve this ratio in one taluk of the Company.

Compliance by BESCOM

It is brought to the notice of the Commission that the Niranthara Jyothi Project was implemented in Malur taluk as a pilot project in the year 2008-09, wherein 10 new 11 kV feeders have been constructed and 451 Kms of new 11 kV lines were drawn. Prior to the implementation of the pilot project, 1056 Kms of LT lines and 1648 Kms of HT lines were existing with HT/LT ratio of 10.64. After implementation of the pilot project, the total HT line is 2099 Kms. Consequently HT/LT ratio is 10.51.

At present the Company has 72211 ckt Kms of HT line and 148367 ckt Kms of LT line, the HT/LT ratio works out to 12.05. With the completion of NJ Phase-I and Phase-II works, 18322.27 ckt Kms of HT line will be added to the existing system. With this HT/LT ratio works out to 11.63

Commission's views

BESCOM is directed to achieve HT line LT line ratio of 11 by converting LT lines in to HT lines and providing additional DTCs in urban and rural areas to reduce LT line losses. **In view of slow progress** in achieving the targeted ratio, BESCOM is directed to furnish time bound action plan to achieve this ratio in the Company.

7) Directive on MIS & Computerization

BESCOM shall improve its Management Information System (MIS) and provide more details and explain the basis for all the projections indicating the sources of data and the method of estimating projected values in the next filing.

*Further, the Commission notes that, despite computerization, there are some inconsistencies in the data furnished to the Commission on various aspects. **BESCOM has to improve its database and achieve consistency in the data furnished to the Commission.***

Compliance by BESCOM

- Indexing means identifying the consumer with respect to BESCOM network (station - feeder – DTC – pole) is available in the billing software.
- Software has provision to update for network changes at sub divisions.
- Software will not allow to open new test reports (new customer account) without entering the network details
- GIS mapping of 11 kV secondary circuits and transformer centers is completed.

Commission's views

BESCOM shall furnish the above details for the purpose of more accurate computation of fixed charges and revenue realization in different slabs of consumption relating to various tariff categories. BESCOM has to improve its database and shall be consistent in the data furnished.

8) Directive on Energy Audit

The Commission has been directing BESCOM to prepare a metering plan for Energy Audit to measure the energy received in each of the O&M circles and to account for the energy sales. The Commission has also directed BESCOM to conduct energy audit and chalk out an action plan to reduce distribution losses to a maximum of 15% wherever it was above this level in 15 towns and cities having a population of over 50,000.

The Commission directs BESCOM to undertake energy audit studies at distribution circle level, in future.

BESCOM shall file a trajectory of loss levels in respect of technical and commercial losses for each of the years of the control period backed up by relevant studies to justify the loss levels indicated. BESCOM shall furnish voltage wise loss levels along with monthly reports being furnished to the Commission.

The Commission observes that, BESCOM has not achieved segregation of technical & commercial losses as stipulated in the Tariff policy. The Commission directs that, segregation of technical and commercial losses shall be achieved and suitably benchmarked well before annual review of performance.

Compliance by BESCO

Study report from CPRI in respect of 11KV Jagalur feeder for the period from Aug 2010 to Oct 2010 was submitted to the Commission vide this office letter No. 665-67, dated 09.06.2011. The report in respect of balance 7 number of feeders is awaited. After completion of study analysis of all the 8 feeders, firm will submit the segregation of voltage wise loss for Company as a whole. D-19 format will be submitted after receiving the final report from CPRI.

The distribution loss (Provisional) of BESCO is shown in the table below

Energy Input in MUs	21910.29
Unmetered Sales in MUs	4472.92
Metered Sales in MUs	14250.60
Total Sales in MUs	18723.52
Energy Loss in Mus	3186.77
Distribution Loss in %	14.54

Monthly AT&C losses of 14 towns as per the prescribed formats are being sent to the Commission.

Commission's Views

BESCO is directed to expedite the process of segregating commercial losses by completing the study works assigned to M/S CPRI, BESCO shall also furnish the voltage wise losses as sought earlier by the Commission. The Commission reiterates its directive to undertake energy audit studies at the distribution circle level and submit to commission.

9) Directive on Assessment of IP sets' consumption

The Commission had directed BESCO to provide meters to DTCs predominantly feeding IP sets at the rate of two to four DTCs per O&M section.

The Commission directs BESCO to furnish the monthly data downloaded from 44 ETV meters that was hitherto being furnished by M/S TERI, commencing from the month of March, 07 and onwards, in addition to the monthly statement of assessment of IP consumption based on DTC metered sampling points which is being furnished.

Further, the Commission notes that, the present method of computation of IP set consumption based on monthly sample readings of DTCs predominantly feeding to IP sets is not reflecting the true picture of IP set consumption. As an alternate to this method, the Commission proposes to introduce assessment of IP consumption based on metering of all DTCs in ESCOMs and to arrive at the IP set consumption after deducting the non- IP set consumption. For this purpose, ESCOMs shall meter all the DTCs which are feeding energy to IP set installations. This will enable the ESCOMs to accurately assess the IP set consumption and claim subsidy from the Government.

BESCO shall install meters to all the remaining DTCs which are feeding IP sets and put in place a mechanism to obtain periodical meter readings of such meters and assess the IP set consumption.

Compliance by BESCO

The monthly data downloaded from 44 ETV meters and readings of meters fixed to DTCs predominantly feeding IP sets in the prescribed formats are regularly submitted to the Commission.

In respect of Rural DTCs metering, tender No BCP 486/ 2010-11, Type test reports on sample meters is still awaited from CPRI and is being pursued. After receipt of the test reports, the subject will be placed before CPC for a decision.

Commission's views

BESCOM shall install meters to all the remaining DTCs which are feeding IP sets and put in place a mechanism to obtain periodical meter readings of such meters and assess the IP set consumption. BESCOM shall furnish a time bound action plan **within three months of this Order** for completing the above programme.

10) Directive on Quality of Service

The Commission has commented on the poor quality of supply to consumers particularly in rural areas. ***The Commission has been directing BESCOM to take appropriate action to reduce interruptions by attending to periodic maintenance of lines and equipment, with particular reference to rural areas.***

Action taken by BESCOM to improve the quality of supply to consumers is noted, but the same is not supported by relevant data. ***The Commission directs BESCOM to continue its efforts in improving the quality of supply particularly in rural areas where the quality of supply is very poor.***

Compliance

The Reliability indices for 11 kv feeders in District head quarters and towns and cities in the prescribed formats on monthly basis are submitted to the Hon'ble Commission.

Commission views

The Commission directs BESCOM to continue its efforts in further improving the quality of supply, particularly in rural areas, where the quality of supply is very poor.

11) Directive on Reliability Index of supply of power to consumers

As per the schedule - II of the KERC (Licensees' standards of performance) Regulations – 2004, the licensees are required to compute the following reliability indices

- a. Average No. of interruptions in 11KV feeders
- b. Average duration of interruptions in 11KV feeders
- c. Average No. of interruptions per consumer
- d. Average duration of interruptions per consumer.

At present, ESCOMs are furnishing the following monthly data on Benchmark parameters for both urban and rural areas separately

- a. Average number of interruptions in 11KV feeders
- b. Average duration of interruptions in 11KV feeders

Compliance by BESCO

The Commission has commented on the poor quality of supply to consumers particularly in rural areas. The Commission has been directing BESCO to take appropriate action to reduce interruptions by attending to periodic maintenance of lines and equipment, with particular reference to rural areas.

Action taken by BESCO to improve the quality of supply to consumers is noted, but the same is not supported by relevant data. The Commission directs BESCO to continue its efforts in improving the quality of supply particularly in rural areas where the supply is very poor.

Commission's views

BESCOM shall furnish the above monthly data in the formats furnished by the Commission as per the "Guidelines for determination of Reliability indices of supply of power to consumers" dated 15.12.2008.

12) Directive on Census of IP sets

*Though BESCOM in its letter no. BESCOM/GM (T)/BC-22/F-1161/2006-07/16719 dated 13.03.2008 has stated that, census work has been completed, it is yet to furnish the census details as per the format furnished to it, earlier. **The Commission directs BESCOM to furnish the details as per the format furnished to it before the end of the first year of the control period.***

Compliance by BESCOM

Enumeration of IP sets across BESCOM is completed. Instructions have been issued to reflect the census figures in the DCB

Commission's Views

The Commission observes that census data furnished by BESCOM is inadequate. Therefore, the Commission directs the BESCOM to furnish the IP Sets census data in the prescribed format within three months from the date of the Order.

13) Directive on Regularization of unauthorized IP sets

The Commission, in a number of letters and in its earlier Tariff Orders, had directed BESCOM to regularize unauthorized IP sets (except those in the gray and dark areas), immediately without imposing any condition.

Though, BESCOM in its letter no. BESCOM/GM (T)/BC-22/F-1163/2006-07/5555-64 dated 10.07.2007 has stated that, it has regularized 1,14,370 numbers of unauthorized IP sets as on 31.03.2007, only 98,425 nos. of IP sets are reflected in the DCB statement for December, 2007.

The Commission directs BESCOM to bring the remaining 15,945 nos. of IP sets into books of accounts and raise bills for the same, immediately.

Compliance by BESCOM

GoK vide Order dated 11.03.2011 has issued directions for regularization of unauthorized IP sets. The last date for regularization is 30.09.2011. Directions have been issued to the field officers to follow the GoK guidelines.

Commission's Views

As the occurrence of unauthorized IP sets is a continuous phenomenon, BESCOM needs to address these issues by a regular campaign among farmers and to enlist the support of local law enforcing authorities to prevent unauthorized connections. Further BESCOM is directed to take immediate action to regularize all the unauthorized IP sets within the time specified by Government of Karnataka in its order dt.11.03.2011.

14) Directive on Metering

The Commission, in a number of letters and in earlier Tariff Orders has directed BESCOM to provide meters to IP sets, BJ/KJ and street light installations, immediately. It has observed that, continuation of supply by BESCOM to these un-metered categories without meters from 10.06.2005 violates the provisions of Section 55 of the Electricity Act, 2003.

Compliance

Metering Progress

ESCOM	No.of IP installations existing as on 31-03-2011	No.of installations which meters are fixed as on 31-03-2011	No.of BJ/KJ installations existing as on 31-03-2011	No.of BJ/KJ installations for which meters are fixed as on 31-03-2011	No.of Street Light installations existing as on 31-03-2011	No.of Street Light installations which meters are fixed as on 31-03-2011
BESCOM	603005	56112	700912	666737	47745	47745

In respect of IP set installations, 9.3% metering is achieved.

In respect of BJ KJ installations, metering to an extent of 95.12% is achieved.

In respect of Streetlights, 100% metering is completed.

Commission's views

Commission observed that progress achieved in metering of BJ/KJ and IP installations are not satisfactory. The Commission reiterates its directive to achieve 100% metering in respect of IP sets and BJ/KJ installations.

15) Directive on Segregation of distribution and retail supply business

BESCOM is directed to segregate accounts between Distribution and Retail supply business by adopting a suitable methodology and implement the same from the next financial year.

Compliance by BESCOM

Percentage of matrix for 11 kV lines, LT lines and retail business is allocated among various Heads of Account under Asset, Capital Expenditure & Revenue Expenditure etc. On submission of Final report by the committee, further course of action will be contemplated for adoption at accounting unit level.

Commission's Views

BESCOM shall take action to segregate accounts between Distribution and Retail supply business as per the final report of the committee appointed for this purpose.

16) Directive on Studies conducted

The Commission notes that the consultant's report on the cost to serve was furnished to the Commission for its information. **The Commission directs BESCOM to implement the cost to serve methodology for determination of tariff from the next control period and initiate action to identify the data requirements and put in place a suitable mechanism for data acquisition on a continuous basis.**

Compliance by BESCOM

Cost to Serve for FY-11 was submitted to Commission during ERC filling under 2nd control period.

Commission's Views

The Commission is examining issuing common guidelines to all the ESCOMs for the uniform implementation of "Cost to serve" model.

17) Directive on Capital Works

In order to enable the Commission to conduct prudence check on the capital investments made by BESCOM, the Commission has evolved formats to furnish the required information and the same have been sent to ESCOMs in the Commission's letter No. X/02/6/1915 dated 27.11.2006.

Data furnished by BESCO is inconsistent and incomplete. Hence, the Commission could not carry out the prudence check. The Commission directs BESCO to furnish correct and complete data in the prescribed format duly attending to the observations made in Commission's letter No.B/02/08/4795 dated 27.08.2008 and in the Tariff order dated 25.11.2009 in the relevant chapter within the time frame given.

Compliance by BESCO

- i. The details of actual capital works for FY-10 in the prescribed format was sent to the Commission vide this office letter dated 10.11.2010. The details of capital works for FY11 are under compilation.
- ii. Out of Rs.73.09 Crores paid towards borrowings, Rs. 27.52 Crores pertains to interest paid on overdraft amount drawn for Working Capital. For the balance interest amount of Rs. 45.57 Crs. the prescribed form-2 was submitted to the Commission vide letter No. BC-26/F-2411/09-10/202-09, dated 07.06.2011.

Commission's Views

BESCO shall furnish the details of actual capital works undertaken during FY11 in the prescribed formats without further delay.

18) Directive on Lifeline supply to unelectrified households

The Commission hereby directs ESCOMs to prepare a detailed and time bound action plan to provide electricity to all the un electrified villages, hamlets and habitations in every taluk and to every household therein. The action plan shall spell out the details of additional requirement of power, infrastructure and manpower along with the shortest possible time frame (not exceeding three years) for achieving the target in every taluk and district.

Compliance by BESCO

There are no un electrified villages, hamlets and habitations to be electrified in BESCO jurisdiction.

Commission's Views

In its tariff orders dated 7.12.2010, the Commission had directed ESCOMs to prepare an action plan to provide lifeline supply of electricity to all households without electricity in their respective jurisdictions. The Commission had estimated that the number of such households to be about 12 lakhs on the basis of the census data of 2001 and the progress reports on the implementation of Rajiv Gandhi Grameen Vidyudeekaran Yojana (RGGVY) in the state. The ESCOMs have reported that they have taken up identification of households without electricity and in the case of one ESCOM, CESC, the task of identification is completed.

The Commission is anxious that the other ESCOMs in the state should complete the task of identification of households without electricity without any further loss of time. The ESCOMs could take the assistance of the Grama Panchayats and /or Revenue administrations in the process of such identification which should be completed within three months. The ESCOMs can thereafter prepare detailed project reports for extending electricity supply to these households by availing of funding assistance under the RGGVY or other programmes.

The Commission directs that BESCO shall complete the task of identification of households and prepare project reports as mentioned above before 31st March 2012.

19) Directives on Power Supply During Night Hours For Villages

The distribution utilities shall ensure at least 11 hours of single-phase power supply to the rural areas every day between 6.00pm and 6.00a.m. with provision for one hour of load shedding if required, to manage evening peak demand between 6.00PM and 10.00PM. The Commission will consider the implications of any additional power purchase required for the purpose

Compliance by BESCO

As directed by the Commission, 11 hours of single-phase power supply will be provided to rural areas. However, one hour of load shedding will be done to take care of the peak load conditions.

Commission's Views

The Commission directs BESCO to take immediate action in ensuring 11 hours of single-phase power supply to rural areas every day between 6.00pm and 6.00a.m. with provision for one hour of load shedding if required, to manage evening peak demand between 6.00PM and 10.00PM.

20) Reliability of Electricity Supply

The Commission directs BESCO to prepare and publish its weekly feeder/substation wise supply schedules with effect from 1.1.2011 and report compliance to the Commission. The Commission also directs that BESCO shall submit to the Commission, by the 10th of every month, a report Distribution Zone wise, on the number and duration of interruptions in supply during the previous month with reasons.

Compliance by BESCOM

Zonal Chief Engineers have been directed for publishing Notification on power cuts a week in advance as per the directions of the Commission.

Monthly reports of distribution zone wise number and duration of interruptions in supply are regularly submitted to the Commission from January 2011.

Commission's Views

The Commission directs BESCOM to prepare and publish its weekly feeder/substation wise supply schedules to the consumers by using the Information technology. The action taken in the matter shall be reported to the Commission.

21) Directive on Responsiveness to Consumers

The commission directs BESCOM **to hold consumer interaction meetings in each O&M Sub-Division once in every two months according to a published schedule.** Such meetings shall be attended by officers of the level of Superintending Engineers along with the Divisional and Sub-divisional level Engineers. BESCOM shall submit a schedule of such meetings to the Commission.

Compliance by BESCOM

Janasamparka Sabhas are conducted regularly to solve the grievances of the consumers on every Saturday (except Second Saturday) at sub-divisional level.

As per the directions of the Commission vide Tariff Order 2010 dated 07.12.2010, instructions have been issued vide Corporate Office circular dated 29.12.2010, directing all sub-divisions to conduct customer interaction meeting by the Superintending Engineers (Ele). A schedule was drawn up to 28th March 2011 to conduct such meetings in all the 107 sub-divisions of the Company. These meetings are held at the sub-division level which is presided over by jurisdictional Superintending Engineers (Ele.). The field engineers would hear and solve the problems of the consumers.

During such interaction meetings, the consumers have placed several types of complaints relating to billing, power supply interruption, providing intermediate poles, street light complaints, installation of solar water heater, rectification of sagging conductors, etc. Such grievances are redressed.

A new schedule for FY-12 to conduct meetings in all the 107 sub-divisions of the Company was issued vide letter dated 29.12.2010

Commission's Views

The Commission appreciates the efforts made by BESCO in conducting the consumers' interaction meeting in all sub-divisions of the Company. The feedback of such meetings conducted in one rural and urban sub-subdivision shall be furnished to the Commission on quarterly basis.

22) Directive on Conservation of Energy in Irrigation

The Commission directs that BESCO shall set up an Efficient Irrigation Promotion cell to promote drip/sprinkler irrigation systems among farmers. These cells should coordinate, with universities of Agricultural Sciences and the various Departments of Government to set up demonstration units of drip irrigation and conduct consumer

education programmes for the benefit of IP set users. We direct that BESCO shall submit to the Commission a blue print for implementing this programme in its jurisdiction within two months.

Compliance by BESCO

BESCO has already set up a DSM cell in which Efficient irrigation promotion can also be pursued. One such experiment to conduct consumer education programme for the benefit of irrigation pump set users is being done at Doddaballapura O&M sub-division where WENEXA programme under DRUM project is happening with the assistance of USAID.

Under the WENEXA, we are also replacing existing irrigation pump sets by Energy Efficient Star rated pump sets through ESCO model. So far out of 604 irrigation pump sets, 278 irrigation pump sets have been replaced. The project is going to be completed in next couple of months.

Under WENEXA scheme, water conservation efforts have also been made for about 50 hectares of land covering three villages out of 33 villages. A report on this implementation in three villages for 50 hectares of land is very encouraging. We are also in the process of exploring the possibility of extending this to the balance 30 villages with the help of USAID.

Government of Karnataka has made mandatory use of Energy Efficient Star rated pump sets for the new connections vide its order No. EN 342 NCE 2008, dated 20.11.2008. In this context, it is opined that efficient irrigation promotion through drip/sprinkler irrigation systems may have to be taken up with Department of Agriculture Science at the Government level. Once a procedure/policy is laid down, BESCO can work on these lines in association with University of Agricultural Science and other related departments.

Commission's Views

The Commission appreciates the efforts made by BESCOM in implementing Efficient irrigation pump set program under taken by WENEXA programme under DRUM project with the assistance of USAID. The Commission directs that BESCOM shall set up an Efficient Irrigation Promotion cell to promote drip/sprinkler irrigation systems among farmers by coordinating with universities of Agricultural Sciences and the various Departments of Government to set up demonstration units of drip irrigation and conduct consumer education programmes for the benefit of IP set users.