

HESCOM ACTIVITIES

Vigilance Activities : To prevent/minimize theft and misuse of electricity and thereby avoiding electrical accidents to the consumers a special Police set-up called vigilance cell is established in HESCOM covering 7 Districts' viz Dharwad, Belagavi, Uttara Kannada, Gadag, Bijapur, Bagalkot, &Haveri.

This unit is headed by Superintendent of Police, whose head quarter is located in first floor of o/o Chief Engineer (Ele), Hubli Zone, Shivaganga Layout, Keshwapur Hubli-23. One DSP & One Ex. Engineer (El) is also working under this office which is also located in first floor of same building. 8 No's of Vigilance police stations are located as below.

- | | |
|----------|-------------|
| 1)Hubli | 5) Belagavi |
| 2)Gadag | 6) Chikkodi |
| 3)Haveri | 7) Vijaypur |
| 4)Karwar | 8) Bagalkot |

Also in this Vigilance Wing Technically qualified Asst. Ex. Engineers/Assistant Engineers, they work under the guidance/supervision of One Executive Engineer who is also a part of Vigilance wing to look after and guide Technical issues under the guidance of GM (Tech) Corporate office.

The charge sheets of cognizable cases are submitted to the District Session courts which are in operation in respective 7 District Head Quarters viz Dharwad, Uttar Kannada, Gadag, Haveri, Belagavi, Bijapur and Bagalkot. In Belagavi District 2 No's of Vigilance police station are in operation viz. Belagavi and Chikkodi. Hence, the trials of cognizable electricity theft cases are addressed in Belagavi District Session Court.

Vigilance Activities:

1. Identify the theft prone area's at any Section/Sub-division and to conduct raid on the same periodically.
2. To obtain the list of Sub-normally consuming installation from Sub-Division and Conduct raids on the same.
3. Feeder wise and DTC wise energy audit is to be taken up and to conduct raids / verifications on the installations of DTC's on which more T &D losses found.
4. To create cordial relationship with the Sub-Division level employees such as Linemen, GVPs, meter reader, public also and to collect information regarding theft & misuse of electricity and to conduct raid based on information collected. Informants to be rewarded with incentives.
5. Create awareness between HESCOM, Gram Panchayat and Consumers regarding efficient usage of Street Light and water supply and also avoid theft/misuse of energy.
6. Any complaints/Petitions from the public & any work assigned by corporate office.

Progress achieved in booking of theft cases is as indicated below.

Vigilance Activities of Inspections of installations								
Vigilance Activities of Inspections of installations in (level-4 only). up to September 2019								
Sl. No	Period	Category	No of installations	No of cases identified under		Total units quantified	BBC Amount assessed (Cog & Non Cog) (Amt. in Rs)	Compounding charges
				Cog	Non Cog			(Amt. in Rs)
1	FY -19	LT-3	3536	97	499	251408.2	7414786	390200
		LT-5	1554	75	261	169558.7	3841731	834000
2	FY-20 Up to Sept-19	LT-3	1673	53	155	78675.89	2252431	257000
		LT-5	873	36	107	77950.5	2614118	534000

Year	No of installations checked	Cognizable cases booked			Total	Misc.		Total		Recovery			
		cases	BBC (in lakhs)	Compounding (in lakhs)		cases	BBC (in lakhs)	cases	BBC cog/Misc. & compounding (in lakhs)	Cog BBC (in lakhs)	Compounding (in lakhs)	Misc. BBC (in lakhs)	Total
2	3	4	5	6	7	8	9	10	11	12	13	14	15
FY-19	30558	2074	154.22	54.63	208.85	5916	858.25	7990	1067.10	119.81	50.11	719.01	888.93
FY-20 (Up to Sept-19)	16260	970	72.08	27.23	99.31	3275	413.79	4245	513.10	107.8	30.34	336.00	474.14

QUALITY OF SERVICE : The power supply to Urban/Rural areas was regulated as per the direction of GoK. The durations of interruptions, in Urban & Rural areas for FY-19 & FY-20(Up to Sept-19) is as noted below.

Year	DISCOM	Name of Area	No. of 11kV feeders	No. of interruption (Excluding LS)	Duration of interruption in Hrs (Excluding LS)	No. of consumer	Avg. No. of interruptions per 11 KV feeder (Nos)	Avg. duration of interruptions per 11 KV feeder (Hrs)	Avg. No. of interruptions per consumer (Nos)	Avg. duration of interruptions per consumer (Hrs)
1		2	3	4	6	7	8=4/3	9=6/3	10=4/7	11=6/7
2018-19	Hubballi Zone	Rural feeders	702	450415	452190.15	1044668	641.62	644.15	0.43	0.43
		Urban feeders	255	99824	54900.91	799000	391.47	215.30	0.12	0.07
	Belgavi Zone	Rural feeders	2010	732690	648769.30	2702555	364.52	13.45	0.27	0.01
		Urban feeders	192	53148	19955.04	827603	276.81	4.33	0.06	0.00
2019-20 upto Sep-19	Hubballi Zone	Rural feeders	729	292372	333310.00	1044768	401.06	457.22	0.28	0.32
		Urban feeders	259	59873	34153.76	812618	231.17	131.87	0.07	0.04
	Belgavi Zone	Rural feeders	2060	465973	13048.70	3862483	226.20	10.42	0.12	0.01
		Urban feeders	196	57228	515233.87	1049529	291.98	2.77	0.05	0.00
2018-19	HESCOM	Rural feeders	2712	1183105	1100959.45	3747223	436.25	405.96	0.32	0.29
		Urban feeders	447	152972	74855.95	1626603	342.22	167.46	0.09	0.05
2019-20 upto Sep-19		Rural feeders	2789	758345	346358.70	4907251	271.91	124.19	0.15	0.07
		Urban feeders	479	117101	549387.63	1862147	244.47	1146.95	0.06	0.30

HT LT Ratio : HESCOM has taken up improvement works under various schemes to reduce the LT to HT ratio. Details of LT/11 KV lines existing in company are as follows.

Details of 11KV/LT Lines

Year	Length in Km of		HT : LT Ratio
	11KV Line	LT Line	
2018-19	85094.15	135108.83	1:1.587
2019-20(upto-September-19)	86243.35	135812.77	1:1.574

DISTRIBUTION TRANSFORMER FAILURE:

Single phasing of power supply during peak hours and un-scheduled load shedding in the rural areas and to some extent running of un-authorized IP-sets are the major reasons for failure of most of the transformers. Remedial measures such as straightening of poles, restringing of loose spans, re-conductoring of DTC's earthing & regularization of un-authorized IP-sets and strengthening of network by creating infrastructure etc. are undertaken to prevent failure of distribution transformers.

The below mentioned table shows the failure Distribution Transformers for the period FY-19 & FY-20 (upto-Sept-19)

Fin. Year	2018-19	2019-20 (upto-September-19)
Existing Trfrs.	215873	219945
Trfrs. Failed	25204	14196
% of failure	11.68	6.45

Further, there are 46 local Transformer repair Centers in HESCOM i.e. 44 no of local repair Centers & 2 no of Mega repair Centers established in HESCOM for early repair and replacement of failed transformers, thus maintaining reliability.

Consumer Grievance Re-Dressal forums : District Consumer Grievance Re-Dressal forums are functioning at each district headquarters at Dharwad Haveri, Uttar Kannada, Belgaum, Bagalkot, Haveri, Bijapur and Gadag under HESCOM Jurisdiction. The Progress as on the quarter ending on 30th September 2019 is as noted below.

**QUARTERLY PROGRESS REPORT ON FUNCTIONING OF DISTRICT LEVEL CONSUMER GRIEVANCE
REDRESSAL FORUMS (CGRFs):**

Name of CGRF of Revenue District	Number of grievances outstanding at the end of the previous quarter.(30.06.2019)	Number of grievances received during the quarter	Number of grievances disposed during the quarter	Number of grievances Pending at the end of the present quarter Sept-19	Details of pendenc y				Number of sittings of CGRF in the quarter up to Sept-19	No of cases/Grievances where decision in favour of licensee.(ESCOM)	No of cases grievances where decision favour of applicant (consumer)	
					Within two months	More than two mnths and less than six months	More than six months and less than one year	More than one year and less than two years				More than two years
Dharwad	0	2	1	1	1	0	0	0	0	3	1	0
Gadag	0	3	3	0	0	0	0	0	0	3	1	2
Haveri	0	0	0	0	0	0	0	0	0	1	0	0
Uttara Kannada	0	0	0	0	0	0	0	0	0	6	0	0
Belagavi	1	1	1	1	1	-	-	-	-	2	1	
Bagalakot	2	0	2	0	0	0	0	0	0	4	2	0
Vijayapur	0	1	0	1	1	0	0	0	0	3	0	0
Total	3	7	7	3	3	0	0	0	0	22	5	2

To create awareness about the functioning of CGRF among the public advertisement has been issued in Kannada newspapers. Further, it has been made mandatory to hold one sitting on 9th of every month in each district. Paper notification also issued in the newspapers for the benefit of consumers. All efforts are being made to give publicity to the CGRF, so that the consumers can get their HESCOM grievances solve at the earliest. The contact No. & address of the forum are printed on the backside of the consumer bill.

HRD ACTIVITIES:

In financial year 2018-19 various training programmes which have been arranged at ITC HESCOM, Electric Grid, Karwar Road, Hubballi are as follows:

1. As per Karnataka Govt. Apprenticeship Act-1961, one year Apprenticeship training was provided to 99 No. of ITI candidates.
2. As per the MOA dated: 27.02.2018 between HESCOM and CIRE/REC, training was provided to 204 No. of C&D employees of HESCOM under National Training Programme.
3. Pre-promotional training was conducted to 62 No. of employees of HESCOM for the cadre of MR/OS/ASK/Operator to be promoted as Junior Engineers.
4. Pre-promotional training was conducted to 29 No. of employees of HESCOM for the cadre of Lineman to be promoted as MR/OS/ASK/Operator.
5. Training on "Behavioral Skills" for 29 No. of Group A & B Officers sponsored by REC .
6. Two days non-residential training on "Safety Procedures and Prevention of Accidents" for 1552 No. of JPMs.

In financial year 2019-20 (Upto 05.11.2019) various training programmes which have been arranged at ITC HESCOM, Electric Grid, Karwar Road, Hubballi are as follows:

1. As per Karnataka Govt. Apprenticeship Act-1961, 104 Nos. of ITI passed candidates are undergoing one year Apprenticeship training from 15.06.2019.
2. Pre-Employment training was conducted to 14 Nos. of Junior Engineers appointed on Compassionate Grounds and 10% DR Quota.
3. Pre-Employment training was conducted to 22 Nos. of Junior Meter Readers.
4. Pre-promotional training was conducted to 79 Nos. of employees of HESCOM for the cadre of MR/OS/ASK/Operator to be promoted as Junior Engineers.

IT INITIATIVES :

- a) **HESCOM Website:** The HESCOM Website is maintained by IT Section of HESCOM and www.hescom.co.in is running successfully. Website is updated regularly. HESCOM Website provides all the basic information regarding Company Profile and activities.
- b) **PLO (Paperless Office):** PLO is implemented w. e. f 08.01.2012 to reduce usage of paper and fast tracking of correspondence through software with minimal time. PLO is successfully implemented in Corporate Office, HESCOM. Major benefits of PLO are Cost & Space Management, Data Retrieval, access anywhere and security.
- c) **Bio Metric Devices:** Web based Bio Metric devices have been installed at 26 locations in 1st phase and at 97 locations in 2nd phase. This device captures the in-time, out-time of Employees by taking finger scan. The Attendance is available online. Various Reports can be taken from Biometric attendance software.
- d) **Customer Call Center:** Customer Call Center (CCC) was established under RAPDRP Part-A projects at Corporate Office, HESCOM, Hubballi. CCC is operational in HESCOM for proper monitoring of Customer Care Activity such as registration of consumer complaints and speedy redressal of consumer grievances. The helpline executives are working round the clock. The helpline Number is **1912**.

The Company is committed to provide best care to its Customers. Towards this, 24x7 Centralized Customer Care Centre has been established at Corporate Office of HESCOM for proper monitoring of Customer Care activity such as registration of consumer complaints and speedy redressal of consumer grievances.

To avoid call congestion No. of Call Center executives have been increased.

Men (Skilled) with vehicle provided for rendering 24x7 services in all Taluka Headquarters coming under the Jurisdiction of HESCOM.

- e) **E-procurement:** Government of Karnataka (GoK) through its Implementing Agency Center for E-Governance has implemented single, unified, end to end, E-procurement platform in Karnataka. The E-procurement system has been implemented in HESCOM from 19.07.2010 to procure goods, work contract and services through the e-procurement platform.
- f) **Government e-Marketplace (GEM):** GeM, the National Public Procurement Portal registered under the companies Act, 2013 for providing procurement of goods and services required by Central & State Government organizations.

HESCOM has adopted this new concept and initiated to procure IT hardware through GeM Portal from Jan 2017. Purchase through GeM Portal has simplified the Procurement process and Provides transparency and ease of buying.

- g) **ATP (Any Time payment) counters:** Any Time Payment KIOSKS were installed in HESCOM for 55 no's of locations which is enabling HESCOM consumers to pay their electricity bills 24X7 days. Any Time Payment KIOSKS are providing following facilities to the consumers.
- Improved Service Levels for Consumers.
 - Consumers can pay the electricity bills through Cash/Cheque/DD/Debit/Credit Cards.
 - Can be used for collecting Electricity payments any time.
 - User friendly machines, elimination of human element for payment Process.
 - Reduction in time of payment for end users (no queuing!).
- h) **ECS (Electronic Clearing System):** ECS is being implemented in HESCOM. Under ECS facility, the consumer can make their bill payments through their bank account by giving a mandate to do so in respective accounting units.
- i) **Billing Activities & Online Payment facility:** HESCOM has provided a web based software solution to all the consumers in their jurisdiction for generation of bills and issue of receipts, collection of Electricity bills with various modes such as through online banking, BBPS/ ECS, Debit card/Credit Card/wallet/ATP/Karnataka one. etc.
- j) **Mobile Cash Counter (MCC):** provides services to the door step of Non RAPDRP areas consumers, which enables spot collection of payments and receipts, will be provided to its consumers. This service has been enabled in HESCOM from May 2017 in its Sub divisions/Accounting sections.
- k) **GIS and Thermography: The Broad scope of the work is as follows:**
- a. GIS survey of all distribution transformers and plot them on web based maps.
 - b. Carrying out thermal imaging survey of all transformers and upload the digital photographs of each DTC to the web based centralized software system for viewing by the users for rectification of hotspots.
 - c. Tracking of all assets from the time of purchase through commissioning till retirement of the asset.

SOLAR PROJECTS IN HESCOM:

➤ **Solar Roof Top :**

Solar power is considered as one of the alternative to augment the current source as it is a green source of Energy and to harness the potential of solar energy Govt. has issued Solar Policy 2014-2021.

The Solar Policy 2014-2021 promises Solar Power adoption in the Industrial/ Commercial and Residential segments for PV Roof Top Grid Connected System. The application is hosted on website of HESCOM along with the guidelines and formats. Paper Notification has been issued for the information to the public.

In HESCOM, 644 solar rooftop projects are commissioned with a capacity of 19.76 MW.

➤ **Solar Pump Set (Off Grid):**

1. The Government of Karnataka Order No. EN-54 VSC-2014, Dtd: 28-02-2015 has announced Off Grid Solar IP Set scheme for 5 HP Pump sets.

2. This scheme has 3 Phases :

➤ Phase 1 : 300 Solar Pump sets are allotted to HESCOM as pilot project for Gokak and Muddebhihal Talukas. Out of 299 Pump sets are installed and commissioned.

➤ Phase 2 : 450 Solar Pump sets are allotted to HESCOM distributed in 14 Talukas. Out of which only 142 beneficiaries are identified.

➤ Phase 3 : 534 Solar Pump sets are allotted to HESCOM distributed in 17 Talukas. Out of which only 30 beneficiaries are identified.

3. Very few applicants came forward to avail the benefit in the respective Talukas. Hence, KREDL decided to call online applications for entire ESCOMs. Total 1095 Solar IP Sets are commissioned in HESCOM Jurisdiction.

➤ **1 to 3 MW Land Owner Scheme.**

As per the Solar Policy 2014-21 KREDL has called online application for installation of 1 to 3 MW for landowners, under this scheme, total 31 allottees of 62 MW have signed PPA with HESCOM out of which 29 Nos projects of 60 MW are commissioned.

➤ **Installation of Solar RTPV Grid connected power plants on Govt office office buildings under 13th Finance Commission grant.**

Phase-I:

a) In Belgaum zone, installation of Solar RTPV Grid connected power plants on 31 Nos of HESCOM office buildings to an extent of 136 KWp is awarded to M/s. Pratham Integrated Engineering Solutions (I) Pvt Ltd., Bangalore award cost Rs. 1.79 Crores. Progress achieved 31 No. of Buildings and 136KWp.

b) In Hubli Zone, installation of Solar RTPV Grid connected power plants on 29 Nos of HESCOM office buildings to an extent of 116KWp is awarded to spectrum

consultants, Bangalore Award cost – Rs.1.09 Crores. Progress achieved 29No.of Buildings and 116Kwp.

Phase-II

- a. Belgaum zone, Design, Manufacture, Supply, Installation, Testing & commissioning of Solar RTPV Grid connected power plants to an extent of 1217 KWp on the Roof-tops of 224 nos of Government office buildings in Belgaum is awarded to M/s. Spectrum Consultants, Bangalore award cost Rs. 14.49 Crores. Progress achieved all buildings Installation completed and Commissioned.
- b. In Hubli Zone, Design, Manufacture, Supply, Installation, Testing & commissioning of Solar RTPV Grid connected power plants to an extent of 1175 KWp on the Roof-tops of 175 Nos of Government office buildings in Hubli is awarded to M/s. IC INDIA Pvt Ltd, Bangalore. Award cost – Rs. 10.29 Crores. Progress achieved 86 No.of Buildings and 818 Kwp.

➤ Installation of Solar RTPV Grid connected power plants on Govt. office buildings under IPDS :

- a. Belgaum zone, installation of Solar RTPV Grid connected power plants on the roof top of 127 Nos of HESCOM office buildings to an extent of 1045 KWp is awarded to M/s. Pratham Integrated Engineering Solutions (I) Pvt Ltd., Bangalore award cost Rs. 8.41 Crores. Progress achieved 127 No.of Buildings and 1045Kwp.
- b. In Hubli Zone, installation of Solar RTPV Grid connected power plants on the roof top of 109 Nos of Govt. office buildings to an extent of 775KWp is awarded to M/s. IC India, Bangalore. Award cost – Rs.6.2 Crores.
Progress achieved 108 No. of Buildings and 772Kwp.

PRAYER before the Honorable Commission :

HESCOM with averments made in the respective paras of the ERC/ARR & Tariff Petition for FY-21 duly detailing the revenue requirement of HESCOM respectfully **prays the Hon'ble Commission to;**

Consider the Annual Performance of HESCOM for FY-19 and carry forward the revenue deficit of Rs. 759.49 Crs, to ARR of FY-21.

- A. Approve the net ARR of Rs.9954.62 Crs for FY-21.
- B. Approve the total revenue deficit of Rs.683.95 Crs as detailed in above paras and allow HESCOM to average increase the tariff to an extent of Rs.0.52 per unit, across all categories.
 - i. Partly by uniform increase in fixed charges of Rs. 10 per KW/HP/KVA per month for all categories.
 - ii. Partly by uniform increase in Energy Charges Rs. 0.45/unit on total sales of 13,230.18 MU.
- C. Approve the proposed purchase, sales, and losses, CAPEX, ARR and ERC for FY-21.
- D. Approve the wheeling charges cross subsidy charges and RPO Compliance.

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