

Chapter-3

Compliance to Directives

1. Directive on Energy conservation:

MESCOM has discussed and sent a MoU to BEE, New Delhi for study and submission of a proposal of DSM project suitable for MESCOM. In reply, BEE has stated that MESCOM will be included in the new scheme in future. In the meanwhile, TERI New Delhi has come forward for System study/Load survey of 11kV feeders in MESCOM area for proposing suitable model project for MESCOM. Work of system study and load survey covering entire geographical area of MESCOM is entrusted to TERI in line with KERC, DSM regulations 2015. Data are being collected for the study. Under DELP, more than 1 Lakh LED Bulbs of 9W were distributed to consumers of MESCOM.

MESCOM has requesting to all the Municipals & other local bodies to mandatorily install LED streetlights for new installations and retrofitting of fluorescent lamps/sodium vapour lamps required in order to save the maximum quantum of energy during the night time.

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

MESCOM has submitted that, displaying the details of specified standards of performances on the notice boards of all its O&M section and subdivision offices for the information of the consumers and public. MESCOM has to adhere to the specified Standards of Performance while rendering services to ensure that consumer complaints are attended to in a time bound manner as per the KERC(Licensee's Standards of Performance) Regulations, 2004.

3. Directive on use of safety gear by Linemen:

MESCO has provided safety gadgets to its linemen. MESCO has taken initiative to provide additional safety tools to linemen to facilitate them to carry out their work safely. MESCO has taken initiative to increase the frequency of imparting training to linemen so that adherence to safety aspects becomes part of their routine. MESCO has ensured that all the linemen in its jurisdiction are provided with proper and adequate safety gear and the linemen use such safety gear provided to them while working on the distribution network. In this regard, compliance is being furnished to Hon'ble commission on quarterly basis to review meeting

4. Directive on providing Timer switches to streetlights by the ESCOMs.

As per the directives MESCO has requested to Municipal/local bodies, while a new streetlight installations and any extension/modification to be carried out to the existing streetlight installations shall be serviced only with timer switches.

MESCO has invited tender for fixing timer switches along with RR-AMR meter to all streetlights control point during 2016. No bids are received till the closure date of tender. Re- Tendering with suitable modification in technical/financial requirement is under study.

5. Directive on load shedding:

It is to be submitted that, 3 phase & single phase power supply is being arranged in all the districts of MESCOM as per the GoK. order. Scheduled load shedding for planned maintenance of distribution networks prior notification is being given in daily newspapers for the information of the consumers and also week ahead district wise planned maintenance of distribution networks planned maintenance of distribution networks is being publishing in the MESCOM website regularly. As per the directive, MESCOM has taken care to avoid frequent load shedding of 11 kV Feeders to avoid inconvenience to consumers/public.

6. Directive on establishing a 24x7 Fully equipped Centralized Consumer Service Centre for redressal of Consumer complaints:

It is to be submitted that, MESCOM has taken initiative to ensure prompt response by its officials to consumer complaints about interruptions in power supply due to breakdown of lines/equipment, replacement of faulty transformer etc.

Consumer Interaction meetings are being regularly conducted at subdivision level under the chairmanship of Superintending Engineer(Elec.) of Concerned O&M Circle. Wide publicity is being given in advance on conduction of consumer interaction meetings through leading newspapers and local announcements. The MESCOM has conducted 60 Consumer Interaction meeting at the subdivisions during the period from April to October, 2016.



To address the issues and complaints & create awareness among the consumers, MESCOM has conducted awareness programme during FY-15 and a Kannada Hand Book published & distributed by MESCOM to its consumers for awareness.

For public awareness, 'Do's & Dont's" wide publications are also given in daily news papers and Audio jingles are being announcing in people concentrated area like 12 KSRTC Bus stations in MESCOM jurisdiction,.

MESCOM has conducting HT consumer interaction and IPP consumer interaction meeting every year to resolve the grievances of HT consumer/Generators. To attend such meetings personal invitations in writing are distributed among the consumers/generators.

MESCOM has already established 39 Nos of full-fledged 24 Hrs service stations and 6 Nos of 12 Hrs service stations have been established by providing men, material and vehicle to redress the consumer complaints.

The MESCOM has established a 24*7 Centralized Consumer Service Centre at Mangaluru and the complaints are being received from all the consumers of MESCOM at this customer care center only. The consumers are requested to short code number '1912' to lodge their complaints related electricity. For better utilization of services of customer care center and resolve their complaints. The MESCOM has taken appropriate measures to popularize the same through local newspapers and local TV channels. The MESCOM has given suitable instructions are being issued to its field officers to attend the complaints efficiently in order to avoid deliberate delay for focusing on improving the consumer services.

7. Directive on Energy Audit.

City/Town Energy Audit:

As per the directions of the Hon'ble commission, the distribution loss in respect of the selected 7 cities are less than 5% whereas in 12 cities loss is between 5-10%.

Position of Distribution Loss in the selected Cities/Towns in Fy-16 and upto July-16 are asbelow:

Sl.No.	City/Town	Fy-16	Upto July-16
1	Mangaluru	4.17	1.46
2	Udupi	5.15	2.28
3	Shivamogga	7.72	8.92
4	Bhadravathi	9.21	8.24
5	Sagar	6.59	10.84
6	Chikamagaluru	10.44	8.35
7	Puttur	7.46	2.83
8	Bantwal	9.70	10.20
9	Shikaripura	10.50	4.62
10	Kadur	9.15	6.63
11	Tarikere	8.81	10.59
12	Beltangady	4.77	5.19
13	Sullia	7.46	2.14
14	Kundapura	4.08	6.63
15	Karkala	5.31	5.55
16	Soraba	10.08	13.32
17	Hosanagar	5.68	8.61
18	Thirthahalli	6.16	6.29
19	Mudigere	4.00	3.39
20	Koppa	4.72	5.40
21	Sringeri	4.80	4.70
22	NR Pura	4.85	5.29

MESCOM has also issued work award for metering of about 27,300 Nos. of unmetered DTCs with automatic meter reading protocols. Hence MESCOM is emphasizing the metering of DTCs for the feeders which are having the loss above 15% consistently to take up the Energy Audit on top priority and in phased manner.

MESCOM is carrying out energy audit at division level, 11kv feeder level monthly & submitting the report regularly to the commission. Efforts are being made to reduce the loss below 11.05 % as fixed by the Hon'ble commission.

8. Directive on Implementation of HVDS

As per KERC Guidelines, the F-7 Doddapattanagere feeder in Kadur subdivision, Kadur division is selected for implementation of HVDS Scheme which is having highest feeder loss in Kadur subdivision.

In this regard, the DPR is prepared at a cost of 873.87 Lakhs with BCR as 1.38 and Pay Back Period is 2.66. The process is under progress.

Further, is to also bring into the kind notice of commission that, as a practice of adoption of high voltage distribution system, higher capacity Distribution Transformers are being replaced by Smaller capacity Transformers duly ensuring proper load balancing which also results in improving HT/LT ratio.

The Physical progress achieved during 2015-16 & 2016-17 (Upto Oct-16) is given below:

Sl. No.	Year	250KVA replaced	No. of DTs installed at load centers by replacing 250KVA DTs			100 KVA replaced	No. of DTs installed at load centers by replacing 100KVA DTs	
			100 KVA	63 KVA	25 KVA		63 KVA	25 KVA
1	2015-16	17	12	29	0	27	28	11
2	2016-17 (Upto Oct-16)	1	1	1	2	4	6	4

9. Directive on NirantaraJyothi feeder Separation:

Under DeenDayalUpadhyaya Gram JyotiYojana(DDUGJY) M/s. REC has communicated sanction amounting to Rs.265.30Cr for taking up Feeder Segregation works in Chikkamagaluru&Shivamogga Districts for which tendering is under process.

10. Directive on Demand Side Management in Agriculture.

TERI New Delhi has entrusted the work of selection agricultural feeders and to carry out system study/load survey for the implementation of DSM in agriculture. The agricultural feeders are being selected for the study to have base line data before implementing the programme.

11. Directive on Lifeline supply to un- electrified Households.**Rajeev Gandhi GrameenaVidyuthikaranaYojana(RGGVY) XI plan:**

In MESCOM under RGGVY XI plan phase-I & II projects, 148325 nos. of Rural Households including BPL Households have been electrified. Further it is proposed to cover about 83346 RHHs including BPL Households for electrification under DDUGJ Yojana for which tendering is under process.

New Proposals:-**a. Decentralized Distributed Generation (DDG):**

In MESCOM 3 Nos. of villages namely Shettihalli, Chithrashettihalli&Urulugallu of Shivamogga District are left out for electrification as these villages are situated in thick forest area which could not be electrified through conventional method.

At present sanction has been communicated by REC for electrification of these 3 Nos. of un-electrified villages covering 123 Nos. of households for an amount of Rs.0.615 Crores considering Standalone solar system & the work is under progress.

b. Rajeev Gandhi Grameena Vidyuthikarana Yojana (RGGVY) XII plan:

As RGGV Yojana has been subsumed in DDUGJY, the proposal for electrification of RHHs submitted under RGGVY XII plan has been considered to be taken up under DDUGJY. M/s. REC has communicated sanction for an amount of Rs. 49.38 Crs for RE component covering 83346 Nos. of RHHs including BPL Households to be electrified.

MESCOM is also taking up the rural electrification works under budgetary works including electrification of hamlets & households etc., A brief progress is as below;

YEAR	Electrification of Hamlet/Colonies			Electrification of Household (BJKJ)		
	Special Component Plan	Tribal Sub Plan	GENERAL	Special Component Plan	Tribal Sub Plan	GENERAL
2013-14	13	4	43	198	30	264
2014-15	8	10	12	106	37	1208
2015-16	6	8	12	95	42	946
2016-17 (Upto October-2016)	7	2	1	41	21	938

12. Directive on subdivision as Strategic Business Units (SBU)

It is submitted that, as per the directions of Hon'ble commission, company has tried for implementation of SBU concept in Puttur and Shivamogga Divisions of MESCOM. For putting the concept of SBU in place, functional autonomy is very vital but practically deriving the functional independency on Puttur and Shivamogga is proving non-functional.

In the present system, Corporate office is dealing with major aspects of power purchase, subsidy accounting and borrowings and dissection of these major expenses which involves high cost purchase/short term purchase etc. also dis section of subsidy/grants/capex and borrowing against this two division may not be happen logically unless and otherwise system is in place.

13. Directives on Prevention of Electrical Accidents:

In order to prevent and reduce the number of fatal electrical accidents, MESCOM is being taken measures to rectify the hazardous locations/installations and providing HT/LT protections to Distribution transformer Centre where such protections are not satisfactory.

As per the directive, MESCOM has made sincere efforts for identification of all the hazardous installations in the distribution system and MESCOM has given priority for rectification of hazardous installations in densely populated areas and public areas & local bodies were informed about the rectification of hazardous streetlight installations under their control.

With the aim of prevention of electrical accidents, recently, Hon'ble commission prepared the manual for "Safety/Technical Audit for Power Distribution System" and circulated among all ESCOMs. It is submitted that, MESCOM has already taken initiative to circulate the manual to the field officers those who are maintaining the distribution network and instructions were issued to follow the guidelines issued in the said manual.



Safety tools such as high voltage Detectors, earthing rods, Helmets, Safety kits, etc are provided to all the linemen of MESCO and periodical training is imparted to them on safety measures by providing safety instruction manual and various field demonstrations through trained professionals.

For public awareness, 'Do's &Dont's" wide publications are also given in daily news papers and Audio jingles are being announcing in people concentrated area like 12 KSRTC Bus stations in MESCO jurisdiction,.