

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 office 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.

Financial year	No of installations checked	Cognizable cases booked			Total	Misc. cases		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-16	32742	2827	164.61	75.21	239.82	3328	959.99	6155	1199.81	125.91	70.20	578.61	774.72
FY-17	28896	2486	143.86	71.00	214.86	4293	1016.90	6779	1231.76	123.33	66.43	939.78	1129.54
FY -18	27328	1851	110.51	40.74	151.25	4769	1003.65	6620	1154.90	125.49	42.44	871.52	1039.45
FY-18 Up to Sept-18	16431	1047	56.35	24.08	80.43	2829	450.76	3876	531.19	49.19	21.83	367.11	438.13

Vigilance Activities of Inspections of installations								
Vigilance Activities of Inspections of installations in (level-4 only). up to September 2018								
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 (Amt. in Rs)
				Cog	Non Cog			
1	FY-15 (15-16)	LT-3	1818	101	253	688387	7287844	292000
		LT-5	1291	90	115	361663	3776205	1410000
2	FY-16 (16-17)	LT-3	1969	96	212	976271	5027868	509000
		LT-5	1590	104	76	520040	3965087	1349000
3	FY-17 (17-18)	LT-3	3193	86	258	109222	2290726	241000
		LT-5	1651	59	173	169079	2267564	588000
4	FY-18-19 Up to Sept-18	LT-3	2100	41	277	75945	2055615	172000
		LT-5	1879	34	246	108528	2167332	400000

QUALITY OF SERVICE : The average energy supply in HESCOM during FY-19 (upto-Sept-18) is 41 MU per day. 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-18 & FY-19(Up to Sept-18) is as noted below.

11 KV feeders interruption details of HESCOM										
Year	DISCO M	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
2017-18	Hubballi Zone	Rural feeders	664	364762	342463.35	1027258	549.34	515.76	0.36	0.33
		Urban feeders	250	91155	54790.95	777797	364.62	219.16	0.12	0.07
	Belgavi Zone	Rural feeders	1889	625741	596274.59	1755187	331.26	315.66	0.36	0.34
		Urban feeders	174	57400	26053.05	698595	329.89	149.73	0.08	0.04
2018-19 up to Sep-18	Hubballi Zone	Rural feeders	672	274732	309986.68	1033270	408.83	461.29	0.27	0.30
		Urban feeders	252	61670	35095.97	786782	244.72	139.27	0.08	0.04
	Belgavi Zone	Rural feeders	1916	416387	438309.76	1863981	217.32	228.76	0.22	0.24
		Urban feeders	188	32932	16413.93	765647	175.17	87.31	0.04	0.02
2017-18	HESCOM	Rural feeders	2553	990503	938737.94	2782445	387.98	367.70	0.36	0.34
		Urban feeders	424	148555	80844.00	1476392	350.37	190.67	0.10	0.05
2018-19 up to Sep-18		Rural feeders	2588	691119	748296.44	2897251	267.05	289.14	0.24	0.26
		Urban feeders	440	94602	51509.90	1552429	215.00	117.07	0.06	0.03

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	
2016-17	71788.94	119300.8	1:1.66
2017-18	77913.31	123987.15	1:1.59
FY-19 (upto-October-18)	79480.26	124911.41	1:1.57

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-18 & FY-19 (upto-Sept-18)

Fin. Year	2015-16	2016-17	2017-18	2018-19 (Up to Sept-18)
Existing Trfrs.	146138	167117	192575	208185
Trfrs. Failed	23002	20605	22679	13758
% of failure	15.74	12.33	11.78	6.61

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, Uttara Kannada, Belgaum, Bagalkot, Haveri, Bijapur and Gadag under HESCOM Jurisdiction. The Progress as on the quarter ending on 30th September 2018 is as noted below.

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

HESCOM	Name of CGRF of Revenue District	Number of grievances outstanding at the end of the previous quarter	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 i.e. as on 30.06.2018	Details of pendency					Number of sittings of CGRF in the quarter	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 months 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			
1	2	3	4	5	6	a	b	c	d	e	8	9	10
HESCOM	Dharwad	11	2	7	6	2	2	2	0	0	3	5	2
	Gadag	1	1	1	1	0	0	0	0	0	3	1	0
	Haveri	0	0	0	0	0	0	0	0	0	3	0	0
	Uttara Kannada	0	0	0	0	0	0	0	0	0	0	0	0
	Belagavi	3	0	2	1	0	0	1	0	0	0	1	1
	Bagalakov	2	0	0	2	0	0	2	0	0	2	0	0
	Vijayapur	0	2	0	2	2	0	0	0	0	3	0	0

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 2017-18 various training programs 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 93 No. of ITI candidates.
2. As per the MOA dated: 11.12.2017 between HESCOM and CIRE/REC, training was provided to 353 No. of C&D employees of HESCOM under National Training Program.
3. Pre-promotional training was conducted to 40 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 36 No. of employees of HESCOM for the cadre of Lineman to be promoted as MR/OS/ASK/Operator.
5. Pre-employment training was conducted to 23 No. of JEs appointed on compassionate grounds and 10% quota.

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 executives are being increasing and the same is under process.

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 54 no's of locations which 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 on pilot basis in Hubli Division. Under ECS, the consumer can make their bill payments through their bank account by giving a mandate to do so.

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 cash with various modes such as through online banking, ECS, Debit card/Credit Card/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 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 transformer failure.

- c. Tracking of all assets from the time of purchase through commissioning till retirement of the asset.

Vidyuth Salaha Samithis: The Govt. of Karnataka has issued the Order No : EN 70VSC/2014 Dtd : 04.09.2014 to constitute Vidyuth Salaha Samithis at assembly constituency level and section officer level for redressing the electricity related grievances. The meetings are being conducted on every 3rd Saturday of the month since July-2017 and the progress reports are being sent to Energy Department at assembly constituency level and section office level and as per GOK Order No : EN 126 VSC 2018 Dtd : 12.06.2018 Vidyuth Salaha Samithis were cancelled.

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, 509 solar rooftop projects are commissioned with a capacity of 15.8 MW.

➤ **Solar Pump Set (Off Grid):**

Solar Pump set Phase - 1st : GOK has released 26.8 Crs as a subsidy for installation of 808 solar pump set across Karnataka. Out of which 300 pump sets are allotted to HESCOM (Muddebihal-150, Gokak-150) with a following allocation.

Sl. No.	Taluka	Total Distribution	Category wise Distribution			Number of IP set installed	Remarks
			Common	SC.	ST.		
1	Gokak	150	120	21	9	149	Installation Work Completed
2	Muddebihal	150	120	21	9	150	Installation Work Completed

- **Solar Pump set Phase - 2nd & 3rd :** As beneficiaries did not come forward to avail the benefit of the scheme in 2nd and 3rd phase from particular Talukas. The KREDL decided to call online applications for remaining number of Solar IP Sets.

The HESCOM has received 632 online applications, the installation work is under progress.

List of Solar IP set allotted to HESCOM and its progress

Sl. No	Phase	Total Distribution	Category wise Distribution			Number of eligible beneficiaries Identified & list sent to KREDL	Number of beneficiaries to be identified	Remarks
			Common	SC.	ST.			
1	2 nd Phase	450	362	59	29	142	308	
2	3 rd Phase	534	441	66	27	30	504	

➤ **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 27 Nos projects of 56 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 58 No.of Buildings and 504Kwp.

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 44 No. of Buildings and 315Kwp

PRAYER before the Honorable Commission :

HESCOM with averments made in the respective paras of the ERC/ARR & Tariff Petition for FY-20 duly detailing the revenue requirement of HESCOM respectfully **prays the Hon'ble Commission to;**

Consider the Annual Performance of HESCOM for FY-18 and carry forward the revenue deficit of Rs. 977.31 Crs, to ARR of FY-20.

- A. Approve the revenue deficit of Rs.1002.79 Crs for FY-20.
- B. Approve the total revenue deficit of Rs.1980.09 Crs as detailed in above paras and allow HESCOM to increase the tariff to an extent of Rs.1.67 per unit, across all categories.
- C. Approve the proposed purchase, sales, and losses, CAPEX, ARR and ERC for FY-20.
- D. Approve the wheeling charges cross subsidy charges and RPO Compliance.

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