

## APPENDIX

### REVIEW OF COMPLIANCE OF COMMISSION'S DIRECTIVES

#### **New Directive:**

#### **1. Issue of No Objections Certificates(NOC) for Wheeling and Banking facility to Open Access Consumers/ Captive generators:**

The Commission has observed that in the matter of issue of No Objections Certificates(NOC) for Wheeling and Banking facility to Open Access Consumers/ Captive generators, the KPTCL/SLDC/ ESCOMs are not adhering to the time frame prescribed by the Commission as per the KERC (Open Access) Regulations, 2004, as amended from time to time. As a result of the delay, substantial quantum of energy is being wheeled/ banked to the transmission/ distribution network under the provisions of 'deemed approval for the W & B facility'. The energy so wheeled/ banked remains unpaid and the generators are made to indefinitely wait for payment and ultimately they are filing petitions before this Commission for settlement of their claims.

Since the energy is wheeled/ banked from RE sources which are having must run status, any delay in giving NOC for wheeling / banking facility or non-payment of the charges for the deemed approved W & B is not justifiable. Whereas, timely action in clearing NOC for W & B facility would avoid all the complications/ litigations in the matter.

**The KPTCL, SLDC and ESCOMs are therefore directed to strictly adhere to the timelines fixed by the Commission as per the OA Regulations. For this purpose, they shall define the responsibility centres and fix definite timelines at each of the processing stage and ensure that the W & B applications are disposed of within the prescribed timeframe. They shall fix up personal responsibility on the concerned officials for avoidable delay in giving the NOC.**

**Compliance of this Directive may be reported within two months from the date of issue of this Tariff Order**

**Existing Directives:**

The Commission, in its Tariff Order dated 9<sup>th</sup> June 2021, and in its earlier Tariff Orders, has issued several Directives. The Commission has been reviewing the compliance thereof, on a regular basis. In the present proceedings also, the Commission has reviewed the compliance to the Directives. The Commission, besides reviewing the existing directives, decides to elaborate and clarify them for continued compliance. The same are discussed below:

**1) Directive on conducting Consumers' Interaction Meetings (CIM) in the O & M sub- divisions for redressal of consumer complaints:**

The Commission, in its previous Tariff Orders had directed that the MESCOM shall ensure that Consumers' Interaction Meetings (CIM) chaired by the Superintending Engineers, are conducted in each of the O&M Sub-Divisions according to a pre-published schedule, at least once in every three months. Further, the consumers shall be invited to such meetings by giving advance notices through emails, letters, local newspapers, notices on its website etc., to facilitate participation of maximum number of consumers in such meetings. The MESCOM shall ensure that the proceedings of such meetings are recorded and uploaded on its website, for the information of consumers. Compliance in this regard shall be reported once in three months to the Commission, indicating the date, the number of consumers attending such meetings and the status of redressal of their complaints.

It was decided that, if MESCOM fails to ensure the conduct of the Consumer Interaction Meetings as directed, the Commission would consider imposing a penalty of up to Rs. One lakh per O&M sub-division per quarter for each instance of non-compliance as per Section 142 and 146 of the Electricity Act 2003 and also direct that such penalty shall be recovered from the concerned Superintending Engineer who fails to conduct such meetings.

**Compliance by the MESCOM:**

It is submitted that MESCOM is adhering to the directives of the Commission regarding Consumer Interaction meetings which are conducted at the

subdivision level under the chairmanship of Superintending Engineer (El.) of concerned O&M Circle / Executive Engineer (El.) of O&M Division with all prior preparations. Publishing of Consumer Interaction Meeting details comprising the schedule of meeting date, time, venue etc., are being notified well in advance through leading newspapers (3 days prior). Consumers are invited to such meetings through e-mails, messages, social media like twitter and face book, regional and local newspapers etc., to facilitate the participation of maximum numbers in such meetings.

MESCOM is having 61 O&M Sub-divisions. During the year 2020-21, consumer interaction meetings have been conducted in all the subdivisions. In the meetings, 625 complaints were brought to the notice of MESCOM for redressal, out of which 871 complaints were disposed. The details relating to the period 2020-21 and 2021-22 (up to September 2021) are furnished for information of the Hon'ble Commission.

Certain complaints of the consumers are of the nature which requires company procedures / regulations to be followed to redress them. Such, complaints are being attended subsequently. Further, details are being submitted to the Commission on quarterly basis for review. The Details of the CIM conducted in MESCOM jurisdiction in the format for FY21 is annexed in Annexure - CIM.

In addition to this, as per the directive, the Assistant Executive Engineers (El.) are conducting CIM in Sub-divisional level on 3<sup>rd</sup> Saturday of every month.

During 2020-21, MESCOM has not able to conduct Consumer interaction meetings due to Covid -19 pandemic. However, MESCOM has expedited the consumers to attend Consumer Interaction Meeting via video conference. During the Covid -19 pandemic, MESCOM has taken utmost care to resolve the consumer grievances received at Sub-division level through various mode.

**In its replies to preliminary observations, MESCOM has furnished that:**

As the Commission is conducting quarterly review meetings, MESCOM is submitting the data relating to quarterly consumer interaction meetings for review. MESCOM has also taken note of the lapses on the part of SEE Shimoga / EEE Shimoga for having not attended the quarterly consumer interaction meetings at Sub-divisional offices. Stringent instructions have also been issued to SEE Shimoga / EEE Shimoga to comply with the Hon'ble Commission's directions.

As a consumer-friendly measure, MESCOM is accepting the grievance from consumers through various possible modes such as phone, email, WhatsApp, etc., In this direction, MESCOM's Sub-divisional officers have conducted phone in programme on 30.01.2021 @ 11:00 AM to resolve the consumer complaints.

**Commission's Views:**

The MESCOM has submitted the details of consumer interaction meetings conducted in its jurisdiction during FY21 and FY22 till September 2021.

The Commission had directed the ESCOMs to conduct the consumer interaction meetings in the Sub-Divisions chaired by either the jurisdictional Superintending Engineer or the jurisdictional Executive Engineer to effectively redress the consumer grievances. The Commission takes note of the submission made by MESCOM that, such meetings are being conducted every Quarter, in its entire area of supply covering all Sub-Divisions.

From the data furnished by MESCOM, it could be seen that there are 773 complaints registered during FY21 and 932 complaints registered during FY22 up to September 2021 are yet to be attended. The Commission is of the view that, conducting quarterly consumer interaction meetings is extremely important, keeping in view the importance of addressing the grievances of the consumers on a priority. The Commission notes with displeasure the large

number of pending complaints and observes that MESCOM is not serious to resolve the complaints as per the directives issued.

Accordingly, the MESCOM is directed to conduct consumer interaction meetings at all the Sub-Divisions without fail and resolve the consumer complaints at an early date.

MESCOM has submitted that, it is not able to conduct Consumer Interaction meeting due to Covid – 19 pandemics and is expediting the consumers to attend CIMs via video conferencing. The Commission is of the opinion that **during the pandemic, it is difficult to conduct the CIMs effectively with physical presence of the general public. In view of this, in order to keep the continuity of the conduct of CIMs, MESCOM is directed to explore the possibility of conducting the CIMs effectively online during such situations.**

Though, MESCOM has claimed that the reports are being sent to the Commission, the reports have not been received in the Commission's office at the end of each quarter in the format prescribed for reporting the conduct of CIMs. MESCOM shall ensure that such reports reach the office of the Commission in future, without fail.

The Commission has observed that, the CIMs conducted in Shivamogga and Bhadravathi are not chaired by neither the Superintending Engineer (EI) nor the jurisdictional Executive Engineer (EI). **The Commission directs MESCOM to submit a report on this issue, giving details of the number of CIMs conducted during the previous 3 years showing as to whether the Officers are consistently following the directives of the Commission or otherwise, within 3 months from the date of this Order, to enable the Commission to take further action in the matter.**

Further, the Commission desires that, such meetings are strictly chaired by the Officer not below the rank of either the jurisdictional Superintending Engineer or the jurisdictional Executive Engineer. Also, the Commission hereby informs

MESCOM that, if the consumer interaction meetings are conducted in the Sub-Divisions without the participation of the Superintending Engineers or the Executive Engineers, then it will be considered as non-compliance of the directives of the Commission and the Commission would consider imposing a penalty of up to Rs. One lakh per O&M Sub-Division per quarter for each instance of non-compliance and also direct that such penalty shall be recovered from the personal account of concerned Superintending Engineer or Executive Engineer, as the case may be, for failure to conduct / organize such meetings.

Advance notice shall be sent to the stakeholders by email / website and through SMS (by maintaining / updating the consumer database) well in advance. Information on the schedule of the Consumer Interaction Meeting, date, time, venue etc., shall be published in the form of news item in the leading local / regional newspapers, at least 3 days prior to the conduct of the meeting, to ensure that a greater number of consumers take part in such meetings.

In addition to the quarterly meetings chaired by the SEE or the EE, the concerned Assistant Executive Engineer (EI) shall conduct the CIM on third Saturday of every month so as to attend to the grievances of the consumers, as is being done in other ESCOMs.

A compliance report (Quarterly) shall be submitted to the Commission regularly in the format given in the previous Tariff Order, along with the copy of the proceedings of each meeting.

## **2) Directive on preparation of energy bills on monthly basis by considering 15 minute's time block period in respect of EHT / HT consumers importing power through power exchange under Open Access (OA)**

The Commission notes that due to implementation of billing based on 15 minutes' time block, there is a substantial increase in the revenue to the

MESCOM from the HT consumers, who are drawing energy through open access and directed the MESCOM to continue the efforts effectively.

The Commission had directed MESCOM to ensure preparation of energy bills on a monthly basis by considering a 15 minute's time block in respect of EHT / HT consumers importing power through power exchange/ any other source, under Open Access and that, the MESCOM shall implement the directive forthwith and the compliance regarding the same shall be submitted quarterly to the Commission, regularly. The Commission also directed the MESCOM to quantify the billing and report.

#### **Compliance by the MESCOM:**

As per the directive, MESCOM has been ensuring that preparation of energy bills on monthly basis by considering the 15 minute's time block period in respect of EHT / HT consumers importing power through power exchange under Open Access.

MESCOM has furnished the details of month-wise number of OA consumers sourcing power from power exchange, OA energy scheduled / consumed in MU and inadvertently banked energy for FY21 and FY22, till September 2021. During 2020-21, inadvertently banked energy is 3.80 MU amounting to Rs.2.774 Crores at the Retail tariff of Rs.7.30. During 2021-22 (up to September 2021), inadvertently banked energy is 1.37 MU amounting to Rs.1.00 Crores at the Retail tariff of Rs.7.30 per unit.

#### **Commission's Views:**

The Commission notes that the MESCOM has complied with the directive by taking up preparation of energy bills on a monthly basis, considering the 15 minutes' time block in respect of EHT / HT consumers importing power through power exchange under OA. It is seen that the introduction of 15 minutes' billing has resulted in significant quantum of energy saving of 3.80 MU during FY21 and 1.37 MU during FY22 till September 2021. The stand taken by the

Commission in directing the MESCOM to prepare monthly EHT / HT consumer bills on 15 minutes' time block period has prevented a revenue loss of Rs.2.774 Crores to MESOM during FY21 and Rs.1.00 Crores during FY22 till September 2021 from the consumers who took advantage of its laxity in enforcing correct billing. The MESCOM is required to adhere to the directive and submit regularly month-wise details of number of open access consumers, open access units scheduled / consumed and illegally banked energy if any along with the details of revenue gain.

MESCOM shall ensure that the scheme of 15 minutes' time block billing is enforced on all applicable EHT / HT consumers from the month from which the necessary infrastructure was available.

**The Commission reiterates its directive that the MESCOM shall continue to prepare the energy bills on monthly basis considering the 15 minutes' time block period in respect of all EHT / HT consumers importing power through power exchanges under open access. Since this is a routine billing issue to be attended by MESCOM, the Commission decides not to pursue it further and drop the directive.**

### **3) Directive on Energy Conservation:**

The Commission had directed that, the MESCOM to service all the new installations only after ensuring that the equipment installed in the consumer's premises are BEE \*\*\*\*\* (Bureau of Energy Efficiency five-star rating) rated viz., Air Conditioners, Fans, Refrigerators, etc., which are considered to be energy efficient.

On similar lines, MESCOM was directed to service all new streetlight / high mast installations including extensions made to the existing streetlight circuits, only after ensuring that the LED lamps / energy efficient lamps like induction lamps are provided to the street light points.



Also, the Commission had directed the MESCOM to take up programmes to educate all the domestic, commercial and industrial consumers, through the media and by distributing pamphlets, giving details of the benefits of using five-star rated equipment certified by the Bureau of Energy Efficiency in reducing their monthly electricity bills and conservation of precious energy along with monthly bills.

Considering the practical difficulty expressed by the ESCOMs, by partially modifying the earlier directive, the Commission reiterated its directive with the directions to service all new streetlight / high mast installations including extensions made to the existing streetlight circuits, only after ensuring that the LED lamps / energy efficient lamps like induction lamps are provided to the street lights and the compliance thereon shall be submitted to the Commission once in a quarter on a regular basis.

#### **Compliance by the MESCOM:**

MESCOM has submitted the details of distribution of 9 Watt LED bulbs, LED Tube lights and BEE 5 Star rated Ceiling Fans (cumulative) through M/s Energy Efficiency Services Limited (EESL) under Hosabelaku / Ujala scheme as on 16.11.2021. In order to create awareness on energy conservation and usage of star rated equipment among the public, banners have been displayed and pamphlets have been distributed to the consumers. Further, in MESCOM website, 'Consumers Handbook' and in 'Nanna MESCOM' App, information has been displayed regarding saving of energy through use of Energy Efficiency equipment.

MESCOM has been insisting upon all the consumers to install star rated pumps for irrigation pump sets while sanctioning the power and the same is being ensured while servicing the installations. Further, while sanctioning power to other category, consumers are being insisted to install energy efficient equipment such as LED lights, star rated refrigerators, AC, geysers, solar water heaters for energy conservation.

However, as in most of household installations the equipment is being installed at a later stage and also there are options for consumers to go for low cost inefficient equipment in the market, ensuring the installation of energy efficient equipment is practically challenging.

Also, action has been taken to service all new streetlight / high mast installations including extensions made to the existing streetlight circuits, only after ensuring that the LED lamps / energy efficient lamps are provided to the street light points. Instructions have been given to conduct random inspection by jurisdictional EEs / SEEs in this regard.

MESCOM has been requesting all the Municipal & other local bodies to mandatorily install LED streetlights for new installations and retrofitting of fluorescent lamps / Sodium vapor lamps required in order to save the during the night time.

In MESCOM offices, LED lights, star rated pumps for bore wells, star rated Air Conditioners are being used. Further, action has also been taken to replace the inefficient air conditioners in all the MESCOM offices by BEE 5 star rated equipment. Further, Solar roof top with a total capacity of 817 kWp in 56 MESCOM office buildings are in service which also conserve the energy.

Further, MESCOM has been requesting the prospective consumers to use / install star rated equipment's such as Air Conditioners, Fans, Refrigerators etc., in order to conserve the electrical energy. Utilization of star rated equipment by the consumers are not in the hand of distribution licensee, hence, it is requested to KERC to drop this directive in future.

**In its replies to preliminary observations, MESCOM has furnished that:**

- Action has been taken for installing LED lights, star rated pumps for bore wells, star rated Air conditioners in all new buildings.

- Action has been taken to install BEE 5 star rated equipment by replacing inefficient air conditioners present in all the MESCOM offices while on replacement of faulty equipment.

### **Promoting Energy Conservation**

- Banners have been displayed and pamphlets have been distributed to the consumers to create awareness on energy conservation and usage of star rated equipment among the public.
- To promote usage of Energy Efficiency equipment & conservation of energy, information has been displayed in MESCOM website, in 'Consumers Handbook' and in 'Nanna MESCOM' App for saving of energy.
- In the Power sanction letter, MESCOM is insisting consumers to install star rated pumps for irrigation pump sets and same is being ensured while servicing the installations.
- Further, while sanctioning the power to other categories, the consumers are being insisted to install energy efficient equipment such as LED lights, star rated refrigerators, AC, geysers, solar water heaters for energy conservation. In practice, as in most of household installations the equipment is being installed at a later stage and also there are options for consumers to go for low cost inefficient equipment in the market, ensuring the installation of energy efficient equipment is practically challenging.

### **Service of Street light installations;**

- Action has been taken to ensure that LED lamps / energy efficient lamps are provided to the street light points while servicing all new streetlight / high mast installations including extensions made to the existing streetlight circuits.
- Further, in this regard, jurisdictional EEs / SEEs have been instructed to conduct random inspection.

### **Commission's Views:**

The Commission notes that, MESCOM has not been submitting the compliance regularly on implementation of the directive. MESCOM appears to have not

issued any Circulars towards implementation of the directive as no such references are indicated in the tariff filing.

Further, it is also observed that MESCOM has merely stated that it is insisting on servicing the consumer installations with 5 star rated equipment without elaborating on this or submitting the detailed progress achieved. The Commission is of the view that, merely insisting the consumer to provide 5 star rated equipment without actually doing nothing in the field, is highly misleading and amounts to non-compliance of the directive by MESCOM.

The Commission notes that the MESCOM has not submitted the compliance in respect of ensuring and providing LED lamps / energy efficient lamps while servicing of new streetlight / high mast installations including extensions made to the existing streetlight circuits. This shows that the MESCOM has not implemented the directive in its letter and spirit, to take forward the initiative of conservation of energy.

MESCOM is not furnishing the details on the progress in respect of installation of BEE five-star rated Energy Efficient Appliances in its offices along with the details of number of offices covered, energy saved etc., It is also noted that the MESCOM is said to have only implemented "Hosa Belaku" and "Pavan" programme under which it is distributing energy efficient lamps, fans, etc., to the consumers which appears to have had limited success. MESCOM has to take up the replacement of high-power consuming lights by LED bulbs and LED tube lights in all of its offices in a phased manner to be a model to the other consumers, by depicting energy savings and their benefits to the general consumers. But the Commission has not seen implementation of such work by MESCOM and finds that the progress in implementation of this directive is far from satisfactory.

**Considering the overall progress in implementing the directive, the Commission finds that this could have been much better. Therefore, the Commission directs MESCOM to focus on effective implementation of this directive by periodically**

reviewing the progress of implementation in the field and take necessary corrective steps.

Further, the Commission directs MESCOM to increase the number of awareness programs to the consumers / public, for use of LED bulbs, energy efficient electrical equipment etc., by making use of the fund reserved for customer relation / education program.

The Commission reiterates its directive to service all new streetlight / high mast installations including extensions made to the existing streetlight circuits, only after ensuring that the LED lamps / energy efficient lamps like induction lamps are provided to the street light points and the compliance thereon shall be submitted to the Commission once in a quarter on a regular basis.

Since the directive on use of energy efficient by consumers is of only advisory in nature and is not directly related to ESCOMs but at the same time not difficult to implement, in the interest of the energy conservation, the Commission directs MESCOM to continue its efforts towards the conservation of energy. Hence, the Commission would not pursue this Directive hereafter and hereby drops the directive.

#### **4) Directive on implementation of Standards of Performance (SoP)**

The MESCOM was directed to implement the specified Standards of Performance strictly, while rendering services related to supply of power as per the KERC (Licensee's Standards of Performance) Regulations, 2004. Further, the MESCOM was directed to display prominently, in both Kannada & English languages, the details of various critical services such as replacing the failed transformers, attending to fuse off call / line breakdown complaints, arranging new services, change of faulty meters, reconnection of power supply, etc., rendered by it as per Schedule-1 of the KERC (Licensee's Standards of Performance) Regulations, 2004 and Annexure-1 of the KERC (Consumer Complaints Handling Procedure) Regulations, 2004, on the notice boards in all

the jurisdictional offices of O & M Sections and O & M Sub-Divisions, for information of the consumers, as per the format given in the previous Tariff Order.

**Compliance by the MESCOM:**

It is submitted that as per the directive, MESCOM has taken action to display in the prescribed format in each Section Office and Sub-division Office in a visible place, which can be viewed by all the visitors to the Office and also for the information of the consumers, Handbook on SoP is displayed in the official website of MESCOM.

It is informed that MESCOM has educated all the field staff up to linemen on the SoP and the consequences of non- adherence to the SoP during its regular training by HRD wing (2020-21: 830 Nos). MESCOM has published the "HAND BOOK" (KAIPIDI) in Kannada on the SoP and distributed to all the staff and stakeholders. The copy of the same is also hosted in the MESCOM website for the information of the consumers.

MESCOM adhering 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.

During FY21 and FY22 (up to September 2021) compensation amount claimed by the consumers for delayed services is Nil.

For creating awareness among the consumers towards Electricity (Rights of Consumers) Rules, 2020, MESCOM has taken action to distribute the posters to all the offices of MESCOM jurisdiction which is supplied by REC. As per directives of the Commission, MESCOM has submitted the comments / suggestions / proposal for amendments, to the existing Regulations in order to enable complete implementation of these Rules.

**In its replies to preliminary observations, MESCOM has furnished that:**

The MESCOM has taken action to display parameters in all its O&M Sub-divisions and O&M Sections.

MESCOM is doing effective supervision over the functioning of field offices particularly in rendering of services to the consumers, relating to restoration of supply of electricity. The details of number of violations of SoP by officers, sub-division-wise, month-wise, amount of penalty levied on the officers and the amount paid to the consumers for any delay in service and orientation programme conducted in Hobli level is as shown in Annexure-SoP.

It is submitted that MESCOM has instructed the field officers to conduct the awareness campaigns at the Hobli levels for educating consumers. Further, MESCOM has taken the opportunity to distribute the "Grahakara Kaipidi" during Jansamparka Sabha and Gram Sabha.

As per the directive, MESCOM will submit the compliance periodically.

**Commission's Views:**

Karnataka State has surplus power availability. It has become all the more essential duty of MESCOM to supply quality and reliable power to consumers. Hence, the Standards of Performance (SoP) for Distribution Licensees specified by the Commission need to be implemented in all its letter and spirit.

In order to make the consumers aware of the SoP prescribed by the Commission and make consumers get prompt services from MESCOM, it is its duty to display the Standards of Performance in all its offices, website etc., As per the submissions made by MESCOM in its Tariff application, it is observed that, MESCOM has failed to conduct the awareness campaigns on SoP for consumers at Hobli level. If it has conducted such awareness campaigns, MESCOM has failed to furnish the details of such campaigns properly.

Hence, the Commission, while taking note of the MESCOM's compliance, reiterates that the MESCOM shall continue to adhere to the directives on the specified Standards of Performance in rendering various services to consumers in a time bound manner.

Further, the Commission directs the MESCOM to carry out effective supervision over the functioning of field offices particularly in rendering of services to the consumers, relating to restoration of supply of electricity. The Commission also directs MESCOM to submit the details of number of violations of SoP by officers, Sub-division-wise, month-wise, amount of penalty levied on the officers and the amount paid to the consumers for any delay in service.

**MESCOM shall continue to display SoP in each Section Office and Sub-division Office, in a conspicuous place, which can be viewed by all the visitors to the Office. At the end of SoP, it should be mentioned that, consumers can claim compensation from the concerned officer by filing a complaint before the CGRF in the Form - A, available in the KERC (CGRF and Ombudsman) Regulations, 2004.**

The Commission reiterates and directs MESCOM to conduct awareness campaign at the Hobli levels for educating the public about the Standards of Performance prescribed by the Commission. MESCOM shall conduct necessary orientation programme for all the field officers and the staff up to linemen to educate them on the SoP and the consequences of non-adherence to the SoP.

MESCOM shall consider and continue bringing in a system of recognizing the best performing sub-division / section in terms of adherence to SoP and publicize such recognition so as to incentivize better performance from the officers / personnel concerned.

**MESCOM is hereby directed to conduct awareness programme to its officers and staff on these Rules and ensure that these Rules are implemented in all its**



**letter and spirit. The Commission would regularly monitor the implementation of these Rules by the ESCOMs.**

**5) Directive on use of safety gear by linemen / Power men:**

With a view to reduce the electrical accidents to the lineman working in the field, the Commission had directed the MESCOM to ensure that all the linemen in its jurisdiction are provided with proper and adequate safety gears and also ensure that the linemen use such safety gears while working on the distribution network. The MESCOM was directed to sensitize the linemen about the need for adoption of safety aspects in their work through suitably designed training and awareness programmes. The MESCOM was also directed to devise suitable reporting system on the use of safety gear and mandate supervisory / higher officers to regularly cross check the compliance by the linemen and take disciplinary action on the concerned if violations are noticed. The MESCOM was directed to implement this directive within one month from the date of this order and submit compliance report to the Commission.

**Compliance by the MESCOM:**

MESCOM has provided safety gadgets to its all power men. MESCOM has spent Rs.53.488 Lakhs during 2021-22 for refurbishment of safety gears and T&P materials to linemen / power men (Safety Helmets -1084 Nos, Tool Kit-562 Nos, Cutting plier- 265 Nos, Aluminum Support Ladders-47 Nos, Gumboots-3256 Pairs, Rechargeable LED Hand Torch-388 Nos, First Aid Box-34 Sets, Bill hook- 48 Nos and C-hook 16 Nos & Chain Saw (Motorized)-5 Nos, Rain Coat-4000Nos, Tree pruner-400 Nos),. In order to avoid occurrence of electrical accidents in the distribution system, imparted training to all the field staffs on safety aspects periodically through HRD wing. MESCOM has taken initiative to increase the frequency of imparting training to linemen so that adherence to safety aspects becomes part of their routine.

Every Monday Safety meeting is being conducted in every section and taking oath for using safety gears and creation of Safety zone while working. MESCOM has ensuring in its jurisdiction that all the linemen are provided with proper and adequate safety gear and the linemen use such safety gear provided to them while working on the distribution network.

MESCOM has taken more attention to safety aspects in order to reduce and prevent electrical accidents occurring due to negligence / non-adherence of safety procedures by the field staff while carrying out the work on the distribution network. MESCOM has appointed Chief Engineer (Elec.,) of the O&M, Zone as 'Electrical Safety Officer' and given instructions to take all the safety measures.

The MESCOM HRD wing has conducted the training for power men related to safety measures to be taken while working on electrical network and the details are as follows:

Financial year	Total team	No. of trainees attended
2020-21	25	698

**In its replies to preliminary observations, MESCOM has submitted that:**

2,520 number of line staff are working in MESCOM jurisdiction and they are provided with complete set of safety gear and no contract employees are working.

Suitable instructions have been issued to the field staff to use the safety gears provided to them, ensure proper line clear from the concerned section officers and to create safety zone before working on the Distribution network.

**Commission's Views:**

It has been brought to the notice of the Commission by the consumers and also report of the CEIG on accidents that the safety gears / equipment are not being used by all the linemen at work in the field and hence the number of

electrical accidents are increasing every year. The Commission considers that not providing appropriate safety gear / equipment to the staff at work place amounts to a serious violation of human rights by MESCOM.

The Commission notes that though MESCOM has provided safety gadgets to its linemen, electrical accidents are occurring in the distribution system mainly due to non-adherence to safety procedures by the field staff, while working on the distribution network. Therefore, it is very important that the MESCOM should focus on safety aspects in its operations with a view to reduce or minimize the electrical accidents. Also, imparting training to all the field staff on safety aspects periodically should become part of the routine.

The Commission, while taking note of the MESCOM's compliance on the directive, stresses that the MESCOM should continue to give attention to safety aspects in order to reduce and prevent electrical accidents occurring due to negligence / non adherence of safety procedures by the field staff while carrying out the work on the distribution network. MESCOM should continue to give training to the linemen periodically on adherence to safety aspects / procedure, so that they carry out their work safely / effectively.

**The Commission hereby directs that adequate quantities of all safety gears / equipment shall be procured periodically and sufficient inventory of these materials shall also be maintained. MESCOM should take action to empanel suppliers of safety gear / equipment, so that the procurement / replacement is quicker.**

**The Commission reiterates its directive that the MESCOM shall continue to ensure that, all the linemen and other field staff are provided with adequate and appropriate safety equipment and the linemen and other field staff use the same while carrying out the work in the field. The compliance in this regard shall be submitted once in a quarter to the Commission regularly. Protocols should be drawn on procedures to be adopted / roles and responsibilities fixed**

**in respect of all those involved in working on (live) lines / installations for repairs etc., based on case studies.**

#### **6) Directive on Providing Timer Switches to Streetlights by the MESCOM**

The Commission had directed the MESCOM to install timer switches using own funds to all the streetlight installations in its jurisdiction wherever the local bodies have not provided the same and later recover the cost from them. The MESCOM shall also take up periodical inspection of timer switches installed and ensure that they are in working conditions. They shall undertake necessary repairs / replacement work, if required and later recover the cost from local bodies. The compliance regarding the progress of installation of timer switches to street light installations shall be reported to the Commission within three months of the issue of this Order.

#### **Compliance by the MESCOM:**

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

MESCOM has been ensuring that the service to the new Streetlight installation is done with timer switches and all local bodies have reacted positively in this regard. The local bodies were also informed about the rectification of hazardous streetlight installations under their control. Hence, it is requested the Commission to drop this directive in future.

After continuous persuasion by MESCOM, Mangalore and Shivamogga Municipal Authorities have taken up the project for providing Centralized Control and Monitoring System (CCMS) and retrofitting of conventional light by LED lights in all the wards of Municipality under Smart City.

**In its replies to preliminary observations, MESCOM has furnished that:**

The details of number of Street Light installations existing as at the beginning of the year and serviced during the year is annexed in Annexure-ST.

MESCOM has issued directions to field officers to ensure that LED lamps / energy efficient lamps are provided to the street light points while servicing all the new streetlight / high mast installations including extensions made to the existing streetlight circuits.

As per the directive, MESCOM will submit the compliance periodically. vided while servicing of new streetlight installations.

**Commission's Views:**

As per the data furnished by MESCOM, in its Tariff Filing and the replies to the preliminary observations, it is observed that it has serviced 2,364 number of street light installations during FY21. Whereas, the number of street light installations serviced along with the timer switches is only 1,414. It is clear that MESCOM has serviced the balance 950 number of street light installations without the timer switches. This shows that the MESCOM has not given focus to this issue and has not coordinated with the concerned local authorities in installation of timer switches while servicing the new street light installations, thus increasing the inventory of street light installations requiring timer switches.

From the above, it can be seen that, MESCOM is servicing the Street Light installations without the timer switches, despite issue of directives by the Commission. MESCOM is not insisting the Municipal authorities to provide timer switches, while servicing the new streetlight installations. The inaction by the MESCOM has actually resulted in increase of number of street light installations requiring timer switches. This is a continuous action, and if timely action is not initiated, it results in wastage of electricity and the energy conservation is defeated.

MESCOM has informed that, Mangalore and Shivamogga Municipal Authorities have taken up the project for providing Centralized Control and monitoring

System (CCMS) and retrofitting of conventional light by LED lights in all the wards of Municipality under Smart City. But has not indicated the action taken in other areas of its operation. Hence, **MESCOM should seriously pursue this matter with the concerned local authorities strictly ensure fixing of timer switches while servicing the new installations.**

The Commission has noted the fact that, providing the timer switches to the street light installations fall under the purview of the BBMP / Municipal Administration. At the same time, it is the duty of the Distribution Licensee to adhere to the directives of the Commission while servicing the new or the extended circuit of the street light installations by getting the timers switches installed. This shows utter negligence by MESCOM in following the directives of the Commission.

Therefore, the Commission reiterates its directive that the while servicing installations MESCOM shall ensure that, all the new streetlight installations and any extension / modification to be carried out to the existing streetlight installations shall be serviced only with timer switches and energy efficient lamps. MESCOM should Initiate necessary disciplinary action on the erring officers, who service such street light installations without a timer switch and energy efficient lamps.

It is the bounden duty of the Distribution Licensee to service the new or the extended circuit of the street light installations by following the directions of the Commission. MESCOM shall also explore the possibilities of fixing the timer switches to the existing street light installations through funding through Corporate Social Responsibility activities and if necessary, avail the services of EESL etc.,

**As the responsibility of fixing the timer switches lies with Municipal authorities, the Commission decides to drop this Directive with the hope that MESCOM would take forward this issue with all seriousness in the interest of energy conservation and saving the power purchase cost of MESCOM.**

## 7) Directive on load shedding:

In respect of Load Shedding, the Commission had directed that:

- i) Load shedding required for planned maintenance of transmission / distribution networks should be notified in daily newspapers at least 24 hours in advance for the information of consumers;
- ii) The MESCOM shall, on a daily basis estimate the hourly requirement of power for each sub-station in its jurisdiction based on the seasonal conditions and other factors affecting demand;
- iii) Any likelihood of shortfall in the availability during the course of the day should be anticipated and the quantum of load shedding should be estimated in advance. Specific sub-stations and feeders should be identified for load shedding for the minimum required period with due intimation to the concerned Sub-Divisions and sub-stations;
- iv) The likelihood of interruption in power supply with time and duration of such interruptions may be intimated to consumers through SMS and other means;
- v) Where load shedding has to be resorted due to unforeseen reduction in the availability of power, or for other reasons, consumers may be informed of the likely time of restoration of supply through SMS and other means;
- vi) Load shedding should be carried out in different sub-stations / feeders to avoid frequent load shedding affecting the same sub-stations / feeders;
- vii) The MESCOM should review the availability of power with respect to the projected demand for every month in the last week of the previous month and forecast any unavoidable load shedding after consulting other ESCOMs in the State about the possibility of inter-ESCOM load adjustment during the month;
- viii) The MESCOM shall submit to the Commission their projections of availability and demand for power and any unavoidable load shedding for every succeeding month in the last week of the preceding month for approval;
- ix) The MESCOM shall also propose specific measures for minimizing load shedding by spot purchase of power in the power exchanges or bridging the gap by other means;

- x) The MESCOM shall submit to the Commission sub-station-wise and feeder-wise data on interruptions in power supply every month before the 5th day of the succeeding month;

The Commission had directed that the MESCOM shall make every effort to minimize inconvenience to consumers by strictly complying with the above directions. The Commission had indicated that it would review the compliance of directions on a monthly basis for appropriate orders.

#### **Compliance by the MESCOM:**

MESCOM has submitted that, 3 phase & single phase power supply is being arranged in all the districts of MESCOM as per the GoK Order. Scheduled outage 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 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.

MESCOM has taken pro-active measures to provide information to the consumers through SMS about the time and duration of interruptions in power supply due to various reasons. MESCOM is using "URJA MITRA", the mobile based and web based application, developed and deployed by the RECTPCL under the initiative of Ministry of Power and base data required by the application is updated in the database of the application, for dissemination of the information of scheduled and unscheduled power outages, emergency outages, restoration time, power outage extension time, etc., due to reasons such as system constraints, breakdowns of lines / equipment, maintenance etc., to the information of the consumers through SMS. As on 02.11.2021, 20.745 Lakhs consumers of MESCOM are registered and getting outage information through URJA MITRA applications.



As per the directive of Hon'ble commission, the MESCOM is submitting its projections of availability and demand for power and any unavoidable load shedding for every succeeding month in the last week of the preceding month to the Commission regularly.

MESCOM is striving hard to minimize power interruptions and ensure continuous power supply to its esteemed consumers. MESCOM has conducted orientation programmes to the field staff towards motivating them to attend to the minor faults in the field itself and restore the power supply at the earliest and strictly adhering to the SoP. MESCOM has taken up strict supervision over repairs to the transformers and ensure good quality repairs.

Further MESCOM has developed in-house software for Customer Care Centre and has publishing scheduled and unscheduled interruption details regularly helping consumers to know which type of interruption occurred and expected restoration time, etc.,

**In its replies to preliminary observations, MESCOM has furnished that:**

MESCOM has taken action to update the consumer data as to the applications used for public information system on power system interruption etc., As on 20.12.2021, total 20.985 Lakhs consumers are brought under Urja Mitra and 2.32 Cores messages have been sent to the registered consumers. Scheduled Power outages in MESCOM are publishing in the website in advance by a link:

<https://mescom.karnataka.gov.in/page/PUBLICATIONS/Power+Outages/en>.

Also unscheduled outages real time information being displayed on MESCOM website.

**Commission's Views:**

The Commission notes that, MESCOM is making use of the URJA Mitra App developed by RECTPCL for emanating messages to provide the information of scheduled and unscheduled power outages, emergency outages, restoration

time, power outage extension time, etc., due to reasons such as system constraints, breakdowns of lines / equipment, maintenance etc., to the consumers through SMS. MESCOM, in its tariff application, has submitted that, as on 20.12.2021 the data of 20.985 Lakh consumers is uploaded. MESCOM has to take further steps to update the database with the entire consumer strength of the Company to make the App effective.

**URJA Mitra is a mobile application, which can be used as a link between MESCOM, field staff and citizens for facilitation of outage information dissemination to all the consumers through SMS. The application can also be integrated with any other system. This would significantly address the “consumers’ dissatisfaction” on this issue and prevent inconvenience / disruption caused to the consumers especially the industrial consumers.**

The Commission considers that one of the main reasons for power disruption is the failure of the distribution transformers. The failure rate of distribution transformers is increasing significantly thus increasing the interruptions which are causing inconvenience to the consumers. The Commission notes that, though the availability of power has improved resulting in surplus power situation, the distribution network reliability has not similarly improved, causing frequent disruptions in power supply, causing hardship to the consumers and also loss of revenue to the MESCOM. The Commission directs MESCOM to take remedial measures to minimize power supply interruptions and ensure 24 x 7 power supply. MESCOM shall submit the action plan in this regard to the Commission within 3 months of this order.

As per the SoP (Indicative Maximum time limit for rendering service) set by the Commission, the MESCOM is required to restore power supply affected due to distribution transformers failure within 24 Hours in City and Town areas and within 72 Hours in Rural areas. However, during the public hearing the consumers have complained that the MESCOM is not adhering to the SoP fixed by the Commission and that the field officers are not attending to minor faults and are taking longer time for restoring power supply. It is further noted that, lack of regular maintenance and poor quality of repairs have also contributed

to the increase in number of failures of distribution transformers. MESCOM, has not submitted any details regarding the action plan for reducing the distribution transformer failure in its area of operation in the tariff filing.

The Commission hereby directs MESCOM to continue to conduct orientation programmes to the field staff towards motivating them to attend to the minor faults in the field itself and restore the power supply within a least possible time. MESCOM is also directed to take action to effectively monitor and supervise the work of periodical maintenance and repairs to the transformers and fix personal responsibility on the erring staff / officer in case of poor maintenance and poor quality of repairs.

**While, MESCOM has not furnished in detail on the conduct of orientation program / workshops to the field staff to equip and motivate them to attend to the minor faults at site itself wherever possible and restore power supply as early as possible and the action taken on the erring staff / officer in case of poor maintenance and poor quality of repairs.**

The MESCOM is directed to submit the projections of availability and demand for power and any unavoidable load shedding for every succeeding month in the last week of the preceding month regularly to the Commission without fail or shall submit the details of difficulty in submitting such data along with the alternate methods for submitting such data.

**The Commission reiterates that MESCOM shall comply with the directive on load shedding and submit monthly compliance reports thereon to the Commission regularly.**

**8) Directive on Establishing a 24x7 Fully Equipped Centralized Consumer Service Center for Redressal of Consumer Complaints:**

The MESCOM is directed to put in place a 24 x 7 fully equipped Centralized Consumer Service Centre at its Headquarters with a state-of-the-art facility / system for receiving consumer complaints and monitoring their redressal so that

electricity consumers in its area of supply are able to seek and obtain timely and efficient services in the matter of their grievances. Such a Service Centre shall have adequate desk operators in each shift so that the consumers across the jurisdiction of the MESCOM are able to lodge their complaints to this Centre.

Every complaint, received through various modes in the center shall be registered by the desk operator and the complaint register (Docket No.) number shall be intimated to the Consumer through SMS. In turn, the complaints shall be transferred online to the concerned field staff for resolving the issue. The concerned O&M / local service station staff shall visit the complainant's premises at the earliest to attend to the complaints and then inform the Centralized Service Centre that the complaint is attended. Then, the desk operator shall call the complainant and confirm with him as to whether the complaint has been resolved. The complaint shall be closed only after confirmation by the consumer. Such a system should also generate daily reports indicating the number / nature of complaints received, complaints attended, complaints pending and reasons for not attending to the complaints along with the names of the officers responsible with remarks be placed before the Management on the following day for attention to review and take corrective action in case of any pendency / delay in attending to the complaints.

The MESCOM shall publish the details of complaint handling procedure / Mechanism with contact numbers in the local media or in any other form periodically for the information of the consumers.

The Commission directs the MESCOM to establish / strengthen 24 x 7 service stations, equipping them with separate vehicles & adequate line crew, safety kits and maintenance materials at all its sub-divisions including the rural areas for effective redressal of consumer complaints.

**Compliance by the MESCOM:**

As per the directive of the Commission, MESCOM has established a 24 x 7 Centralized Consumer Service Centre at Mangaluru and the complaints are being received from all the consumers of MESCOM at this customer care center. The consumers are requested to lodge their complaints related to electricity using helpline number '1912' For better utilization of services of customer care center and resolve their complaints. The activities of Consumer Care Centre and the overall supervision is being done by the SEE, SCADA & DCC and daily activities are being looked after by their subordinates.

MESCOM has developed in-house software for Customer Care Centre and is maintained by MESCOM itself and also made provision for consumers to register the complaints through this web application as "Quick complaints".

The MESCOM has given suitable instructions to its field officers to attend to the complaints efficiently in order to avoid delay. MESCOM has already established 54 full-fledged 24 Hours service stations and 2 number of 12 Hours service stations by providing men, material and vehicle to redress the consumer complaints.

MESCOM has provided training to all the staff working in the Consumer Service Centre as to how to behave with consumers politely and also it is made tradition to give training on every month through teleconference to its field staff.

The MESCOM has taken appropriate measures to popularize the same through local newspapers and local TV channels. Additionally, MESCOM has extended the following services to its esteemed consumers:

- WhatsApp: 9483041912
- Facebook: [www.facebook.com/mescomkarnataka](http://www.facebook.com/mescomkarnataka)
- Twitter: [www.twitter.com/MESCOM\\_official](http://www.twitter.com/MESCOM_official)
- Website: [www.mesco.karnataka.gov.in](http://www.mesco.karnataka.gov.in)

For public awareness, wide publicity is also being given in the daily newspapers.

**In its replies to preliminary observations, MESCOM has stated that:**

Customer Care Centre is in regular contact with the Service Station crew members to attend to the complaints effectively and it has helped considerably to reduce the complaint downtime. However, it is to be submitted that, majority of MESCOM's geographical area covers hilly and forest terrains and whenever the faults due to unforeseen / technical occurs attending to the complaints within short time may not be possible. However, the same are being attended within the time schedule prescribed in SoP. Hence, it will be difficult to reduce down time year on year in a trajected manner. In spite of that, MESCOM is committed to ensure uninterrupted power supply to its consumers.

The Comparison of the downtime analysis for FY21 and FY22 (up to September 2021) is enclosed as Annexure-CC.

**Commission's Views:**

The Commission notes that the MESCOM has established necessary infrastructure for effective redressal of consumer complaints. While taking note of the efforts made by MESCOM, it is observed that, the number of complaints is increasing year on year.

The MESCOM, in its current tariff filing has not furnished in detail the information on the training conducted on behavioral attitude to the executives working in the Centralized Customer Care Centre. MESCOM has to furnish the details on the conduct of such training organized.

While appreciating the efforts put in by MESCOM, the Commission directs MESCOM to continue to instruct the agency employing and deploying such

executives to impart suitable training on public relations and behavioral attitude, interpersonal relations etc.,

MESCOM shall bring in a system of recognizing the best performing customer care executive every week / fortnight / month and publicize such recognition so as to incentivize better performance from them. The Commission directs MESCOM to deploy a Senior Level Officers to supervise and review all the activities of the CCC, and shall take disciplinary action against erring officials / executives.

As per the information furnished by MESCOM in its compliance to preliminary observations, it is observed that the average time taken for attending a complaint in FY21 has increased as compared with FY20, in few of the important parameters. The Commission hereby directs MESCOM to continue its efforts in improving the delivery of consumer services, especially in reducing time required for resolving consumer complaints. The Commission also directs MESCOM to analyze the nature of complaints registered and take action to minimize the number of complaints. It is also imperative on the part of MESCOM that necessary steps are taken to continuously sensitize the field-staff about efficient handling of consumer complaints apart from improving their general efficiency.

**The Commission reiterates its directive to the MESCOM to periodically publish the complaint handling procedures / contact number of the Centralized Consumer Service Centre in the local media, continue to host it on its website and also publish it through other modes, for the information of public and ensure that all the complaints of consumers are registered only through the Centralized Consumer Service Centre for proper monitoring and disposal of complaints registered. The compliance in this regard shall be furnished once in a quarter regularly, to the Commission.**

**9) Directive on Energy Audit:**

The Commission had directed the MESCOM to prepare a metering plan for energy audit to measure the energy received in each of the Interface Points and to account the energy sales. The Commission had also directed the MESCOM to conduct energy audit and chalk out an action plan to reduce distribution losses to a maximum of 15 percent in the towns / cities having a population of over 50,000, where it is above this level.

The Commission had earlier directed the MESCOM to complete installation of meters at the DTCs by 31<sup>st</sup> December, 2010. In this regard the MESCOM is required to furnish to the Commission the following information on a monthly basis:

- a) Number of DTCs existing in the Company.
- b) Number of DTCs already metered.
- c) Number of DTCs yet to be metered.
- d) Time bound monthly programme for completion of the work.

**Compliance by the MESCOM:**

Several initiatives have been taken up for reduction of distribution loss in MESCOM by strengthening distribution systems which includes establishment of new sub stations, enhancement in the existing sub-stations, addition of new distribution transformers in low voltage pockets, enhancement of distribution transformers to avoid overloading of systems, re-conductoring of HT/LT lines/EHT lines, bifurcation of feeders, construction of link lines, etc.,

MESCOM has furnished the details of energy audit of Division wise, Town wise, 11 kV feeder wise, DTCs (summary) for FY21 and FY22 till September 2021.

In MESCOM Feeder audit is carried out to all feeders except the idle / faulty / newly charged / feeders under improvement works in progress.



In MESCOM, all the field staff were strictly instructed to do the tagging of all the installations with their respective feeders and DTCs.

MESCOM has taken initiation to conduct the division level workshops for educating the officers of all cadres about the importance and the methodology to be followed while conducting energy audit. As a first step workshop was conducted in Kavour division. Due to pandemic, program could not be continued in other divisions. Further, it is submitted to the Honorable Commission that orientation program to all remaining divisions will be conducted in upcoming months and compliance will be submitted to the same.

**In its replies to preliminary observations, MESCOM has submitted that:**

In MESCOM at the end of September 2021, 46,868 DTC meters are commissioned. The audit was being carried out to the DTCs with good meters. It is to bring to kind notice of the Hon'ble Commission that, 27,023 DTC meters were fixed by M/s AFTL. 36% of communication achieved, (From which input to DTC is available online). Initiation has been taken to conduct the DTC audit without manual intervention by achieving coordination with the M/s Zygox.

Following remedial measures has been taken to reduce the losses in DTCs.

- 1) All the field staff are directed to carry out DTC wise tagging of installations and to submit energy audit of all metered DTCs every month.
- 2) All circle SEEs have been instructed to review energy audit in monthly review meetings and to analyse the data and to take necessary action in this regard.
- 3) Action has been taken to replace MNR meters / faulty meters and faulty CTs so as to get the accurate consumption.

Consumer indexing is a regular process. All the field staff are instructed to Tag the consumers to respective DTCS/ Feeders.

Details of tagging as at the end of November 2021 are as follows:

Circle	Consumers existing	Consumers tagged	Percentage of tagging
Mangaluru	8,67,946	8,67,946	100.00%
Udupi	4,94,461	4,94,461	100.00%
Shivamogga	7,03,446	6,68,332	95.01%
Chikkamagaluru	4,71,909	3,78,630	80.23%
<b>Total</b>	<b>25,37,762</b>	<b>24,09,369</b>	<b>94.94%</b>

### Commission's Views:

The Commission notes that the distribution losses in respect of Bantwal, Sagar, Shikaripur, Chikkamagalur, Koppa and Kadur are more than 10% during FY22 (till September 2021 data) and therefore, MESCOM needs to initiate specific remedial measures to bring down the loss levels in respect of these Divisions.

The Commission had directed MESCOM to submit the monthly energy audit reports of cities / towns with detailed analysis regularly, to the Commission. The MESCOM needs to conduct energy audit of identified cities / towns and on the basis of energy audit results, initiate necessary action to reduce the distribution losses and improve collection efficiency so as to achieve the targeted AT & C loss of less than 15 per cent. The MESCOM is directed to conduct such energy audit and submit compliance thereon every quarter, regularly to the Commission.

The Commission notes that, despite providing meters to large number of DTCs, the MESCOM has failed to take up DTC-wise energy audit of all the DTCs where metering is completed. The Commission notes that the MESCOM has already provided meters to 46,868 number of DTCs and conducted the audit of only a meagre number of 20,364 DTCs. It is difficult to understand as to what prevents MESCOM from taking up DTC-wise energy audit in spite of metering. This shows that the MESCOM is not serious about taking up DTC level energy audit, despite taking up metering of the DTCs at a huge capex. The MESCOM has also not submitted the compliance regarding DTC-wise energy audit. Hence, the MESCOM is directed to take up energy audit of DTCs for which meters have already been installed and also initiate remedial measures for reducing distribution losses wherever they are above the targeted level.

The Commission notes that substantial quantity of such metered DTCs are provided with Automatic Metering Infrastructure (AMI) in towns as well as other towns, where RAPDRP works have been completed. MESCOM has not furnished the details of the communication status. MESCOM has furnished an overall completion of GIS tagging of consumers to an extent of 94.94% as on November 2021. MESCOM has not furnished the details of the remote reading of energy meters provided to DTCs and the system generated energy details of DTCs etc., MESCOM has to resolve the problems related to communication, incorrect tagging of consumer installations with the respective feeders / DTCs, software integration issues and other issues.

Out of the existing 1,217 number of Feeders, 1,179 feeders are said to be monitored and MESCOM has conducted energy audit of all the feeders except the idle / faulty / newly charged feeders. MESCOM has not furnished the details of energy audit of all the feeders.

The above facts, clearly show that the MESCOM is not serious about conducting energy audit of 11 kV feeders and DTC level energy audit to run its business on commercial principles. It is further seen that the MESCOM is not interested in resolving the issues relating to communication, tagging / software integration, early, even though it is the universal fact with all the ESCOMs, MESCOM has not spelt out its strategy on these issues to adopt accounting and auditing of energy, as its core function, despite spending huge money on RAPDRP projects, the TRM and many other software. **The delay in tagging of consumer installations and taking up energy audit of all the feeders and metered DTCs and resolving related issues, is abnormal. The action taken by the MESCOM so far in this matter is far from satisfactory and the Commission views with this with utmost displeasure.**

**Therefore, MESCOM is directed to take up energy audit of all the 11 kV feeders, DTCs, which are said to be metered and the energy audit of major Cities / Towns and take remedial measures to reduce energy losses in the high loss-making distribution areas. The compliance in respect of energy audit conducted, with the details of analysis and the remedial action initiated to**

reduce loss levels shall be regularly submitted to the Commission on a quarterly basis.

In spite of the Directives of the Commission, MESCOM has not furnished details on the conduct of workshops at the Division Office level for educating the officers of all cadre, on the importance of conducting the feeder-wise, DTC-wise energy audit. The Commission directs MESCOM to conduct workshops at the Division level, educating the officers of all cadres on the importance of conducting the feeder-wise, DTC-wise energy audit and initiating action to reduce the losses in their areas, by addressing several issues viz., consumer tagging, importance of energy metering and maintaining them in good condition, servicing all the installations strictly by providing appropriate energy meters, provide meters to the DTCs and maintain them in good condition, metering of Street light installations, replacement of electromechanical meters etc.

MESCOM's Compliance stating that it has given instructions to the CEEs, SEEs and the field officers to follow the directions of KERC in respect of energy audit is not acceptable. An action plan on conducting workshops shall be submitted by MESCOM within 60 days from the date of this order.

The feeder-wise and DTC-wise energy audit shall be reviewed in the review meetings at the Circle levels, every month. Copy of the proceedings of such meetings shall be submitted to the Commission for information and further review.

The Commission directs MESCOM to submit the consolidated energy audit report for the FY22 before 30<sup>th</sup> June 2022, as per the formats prescribed by the Commission.

#### **10) Directive on Nirantara Jyothi – Feeder Separation:**

The ESCOMs were directed to furnish to the Commission, the programme of implementing 11 kV taluk-wise feeders' segregation with the following details:

1. Number of 11 kV feeders considered for segregation.
2. Month wise time schedule for completion of envisaged work.
3. Improvement achieved in supply after segregation of feeders.

**Compliance by the MESCOM:**

MESCOM has taken up Feeder Segregation works in Shivamogga District covering Shivamogga, Bhadravathi, Soraba & Shikaripura taluks and in Chikkamagaluru District covering Kadur, Tarikere & Ajjampura taluks under DDUGJY scheme. As on October 2021, against the target of 124 feeders as per survey, work has been completed in 124 feeders out of which 117 feeders have been commissioned and for the remaining 7 feeders the commissioning is pending due to Railway crossing and statutory approvals.

Further, instructions have been issued to field officers to take necessary action to avoid illegal tapping of NJY feeders and also for mapping consumers, DTCs to segregated feeders for proper energy accounting / auditing. In Dakshina Kannada and Udupi Districts, almost every individual house will be having Individual Irrigation pump set associated with it & mixed installations are geographically together in hilly valley tough terrain. Hence, it is difficult to segregate IP and Non-IP residential feeders.

In Thirthahalli, some parts of Sagar, Hosanagar taluks of Shivamogga District and Koppa, Sringeri, N.R.Pura, Mudigere and some parts of Chikkamagaluru taluks in Chikkamagaluru District, the segregation works cannot be taken up due to thick forest, Malnad area and corridor issues. However, balance 83 number of existing rural mixed load feeders which can be segregated in Shivamogga, Bhadravathi, Sagar, Hosanagar, Soraba and Chikkamagaluru Taluks are being examined to propose for segregation under RDSS scheme.

**In its replies to preliminary observations, MESCOM has submitted that:**

In respect of Feeder segregation works taken up under DDUGJY in Shivamogga and Chikkamagaluru Districts, against the target of 124 New feeders (Non-

agricultural), 120 feeders have been commissioned and 4 feeders are yet to be commissioned due to pending railway crossing and statutory approvals. At present, with this 252 nos. of rural mixed load feeders have been segregated as Agricultural (IP) feeders. The division wise, Sub-division wise commissioning of feeders are as below;

District	Division	Subdivision	No. of Non-IP feeders commissioned with New breakers	No. of Non-IP feeders commissioned with existing breakers	Number of exclusive IP feeders formed
Shivamogga	Shivamogga	Kumsi	3	3	6
		Shivamogga RSD	6	4	7
	Bhadravathi	Bhadravathi RSD	6	0	5
		Holehonnuru	11	0	16
	Sagar	Soraba	9	0	20
	Shikaripura	Shikaripura	12	0	44
		Shiralakoppa	8	0	27
		Anavatti	4	0	9
Chikkamagaluru	Kadur	Kadur	21	0	49
		Birur	12	0	22
		Tarikere	13	0	32
		Ajjampura	8	0	15
<b>Total</b>			<b>113</b>	<b>7</b>	<b>252</b>

### Commission's Views:

The Commission notes and appreciates the progress of work in respect of segregation of agricultural feeders in MESCOM. MESCOM is said to have taken up feeder segregation works under DDUGJY and Commissioned 117 feeders out of 124 feeders and commissioned 7 feeders on existing feeders due to non-receipt of statutory approvals. MESCOM has also submitted that it has commissioned 252 rural mixed load feeders as exclusive agricultural feeders. The Commission, while appreciating the progress of MESCOM in commissioning 372 (120 + 252) segregated IP feeders in the O&M Division areas of Shivamogga, Bhadravathi, Sagar, Shikaripura and Kadur, directs MESCOM to start furnishing the data of assessment of sales to IP installations in the area of above O&M Divisions on the basis of the energy meters provided to these 372 feeders from the date of commissioning of these feeders.

Segregation of agricultural feeders is of utmost importance, for assessing the energy sales to IP sets. In the absence of bifurcation of agricultural feeders, MESCOM is assessing the energy sales to IP sets on the basis of the energy meters provided to pilot DTCs predominantly feeding IP sets. But as per the data furnished by MESCOM, the Commission has observed abnormal and subnormal consumptions in the pilot DTC meters. This shows that, MESCOM has not maintained most of the DTC energy meters, feeding predominantly IP sets, in good working condition.

In view of the above fact MESCOM has contemplated to submit the data of assessment of sales to IP installations in respect of 372 feeders (120 + 252), as per the format prescribed by the Commission will be covered from FY23 and directs MESCOM to furnish the data of assessment of sales to IP installations as contemplated without fail.

**If MESCOM fails to furnish the data as contemplated and do not maintain sufficient / large number of energy meters provided to DTCs of predominantly feeding IP sets in good working condition, the Commission would restrict the sales to IP sets at its discretion and claims/submissions made on this by MESCOM will not be entertained. For such a lapse, the concerned officers will be held responsible.**

Further, the MESCOM shall ensure that, any illegal tapping of NJY feeders by the farmers for running their IP-sets should be stopped. Failure to stop this illegal activity will defeat the very purpose of feeder segregation works undertaken at huge cost and therefore, the MESCOM needs to take stern action on such offenders. Further, the field officers / officials who fail to curb illegal tapping shall be personally held responsible for these irregularities.

**Since the Commission has observed that, MESCOM has segregated substantial number of feeders under different schemes, the Commission hereby directs MESCOM to continue to report every month, the specific consumption and the overall IP set consumption, only on the basis of the data from energy meters**

installed to the agricultural feeders, as per the prescribed formats and as contemplated. Any data furnished later on based on other assumption will not be considered by the Commission.

The Commission reiterates its directive to the MESCOM as above. The Commission further directs that, the MESCOM shall take into consideration the requirement of segregation of agricultural feeders while taking up the work of commissioning of new feeders which helps MESCOM to provide 24 hours of power supply to the rural areas.

#### **11) Directive on Demand Side Management in Agriculture:**

In view of the urgent need for conserving energy for the benefit of the consumers in the State, the Commission had directed the MESCOM to take up replacement of inefficient Irrigation Pumps with energy efficient Pumps approved by the Bureau of Energy Efficiency, at least in one Sub-Division, in its jurisdiction and report compliance thereon.

#### **Compliance by the MESCOM:**

For taking up the DSM activities, MoU has been signed between BEE, KREDL and MESCOM for implementation of various activities under "Capacity Building of DISCOMs" programme of BEE which includes carrying out load research activity i.e., load survey, load research, load strategies by taking field survey etc., and to develop DSM action plan. As a part of MoU, five numbers of training programs have been conducted covering all 4 Circles for MESCOM employees.

At present, the load research study, preparation of action report has been completed and the report has been received. As per the DSM action plan report, the replacement of 52,548 numbers of various capacity pump sets over the period of 3 years has been suggested with an approximate cost of Rs.178.07 Crores. The said report is under verification.



**Commission's Views:**

The Commission notes that the MESCOM has so far not taken up any concrete action to implement the Agricultural DSM measures, in its jurisdiction and has been making similar submissions repeatedly. The MESCOM needs to expedite implementation of DSM measures in its jurisdiction, without any further delay. There is a huge potential for energy saving in the agricultural sector which needs to be tapped as early as possible to derive the benefits of the same on completion of the project. Therefore, the MESCOM should lay strong emphasis for implementation of DSM measures with a view to conserve energy and also to save precious water for the greatest benefit of farmers.

**Therefore, the MESCOM should take up DSM initiatives in order to conserve energy and submit suitable proposals for approval of the Commission, before taking up the work. Since the issue related to energy conservation is a continuous process, MESCOM shall take it up and continue it in future as well. Hence, the Commission has decided not to pursue this in future and decides to drop this directive.**

**12) Directive on Lifeline Supply to Un-Electrified households:**

The Commission had directed the MESCOM to prepare detailed 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 was required to 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. The Commission had directed that the data of un-electrified households could be obtained from the concerned Gram Panchayats and the action plan be prepared based on the data of un-electrified households.

**Compliance by the MESCOM:**

In MESCOM, household electrification has been taken up under DDUGJY and Saubhagya schemes. The works have been completed with electrification of

32,571 households as on December 2020 under DDUJGY and 5,670 households as on August 2019 under Saubhagya scheme. As per the scheme guidelines, 60% of sanctioned cost is grant from Gol.

Under Saubhagya scheme Rs.7.93 Crores (eligible grant as per scheme closure) and under DDUGJY Rs.213.35 Crores grant has been released from Gol.

### **Commission's Views:**

The Commission notes and appreciates the work of completion of electrification of un-electrified households under DDUGJY scheme. The Commission while appreciating the efforts of MESCOM in claiming the grants, directs MESCOM to claim 100% of the grants reserved for implementation of the scheme.

The MESCOM shall undertake survey of any un-electrified households in its area, and electrify such households with the permission of the respective implementing agency / the GoK. The MESCOM is therefore, directed to expedite the task of providing electricity to all the un-electrified households and report compliance to the Commission. **Since the issue related to electrification of un-electrified households is a continuous process, MESCOM shall take it up and continue it in future as well. Hence, the Commission decides to drop this directive.**

### **13) Directive on Implementation of Financial Management Framework:**

The present organizational set up of the MESCOM at the field level appears to be mainly oriented towards maintenance of power supply without a corresponding emphasis on realization of revenue against the power supplied to the consumers. This has resulted in a serious mismatch between the power supplied, expenditure incurred and the revenue realized in many cases. The continued inability of the MESCOM to effectively account the input energy and its sale in different Sub-Divisions of the MESCOM in line with the revenue realization rate fixed by the Commission, urgently calls for a change of

approach by the MESCOM, so that the field level functionaries are made accountable for ensuring realization of revenues vis-à-vis the input energy supplied to the jurisdiction of Sub-Division / division.

The Commission had therefore directed the MESCOM to introduce a system of Cost Revenue Centre Oriented Sub-Divisions at least in two divisions, on a pilot basis, in its operational area and report the results of the experiment to the Commission.

#### **Compliance by the MESCOM:**

As per the directions of the Hon'ble Commission, actions have been initiated by the Company with respect to fixing of Targets, recovery of Revenue Arrears, reduction of distribution losses, energy audit etc., The progress achieved by the divisions is being reviewed by the higher authorities on monthly basis.

#### **Revenue demand:**

The Hon'ble Commission has approved the ARR of Rs.7.61 per unit for FY 2020-21. Instructions have been issued to the divisions to achieve the targeted ARR by 100 percent metering and billing. Rs.7.94 is approved for FY 2021-22 and the achievements against the targets for FY 2021-22 (up to September 2021) is submitted.

On evaluation, it is observed that, the targeted ARR could not be achieved in the divisions where the percentage of IP set Consumers is more.

#### **Revenue Collections:**

The Company has given the target to ensure 100 percent meter reading, billing and collection of the revenue demanded in each month and achieved the collection efficiency of 100.60% during FY 2020-21. The Closing Balance Ratio of the Company is 1.60 as on 31.03.2021. Division-wise Collection efficiency and C.B ratio for FY 2020-21 and 2021-22 (up to September 2021) have been submitted.

It is evident from the details furnished that the Company has achieved the target fixed for the revenue collection. The least collection is recorded in Bhadravathi division with highest CB ratio because of non-collection of demand from the Mysore Paper Mill which is a government installation.

However, action will be taken by the Company in coming days for further reduction in Closing Balance by increasing collection efficiency.

**Reduction in Distribution Losses:**

The Commission has approved the distribution loss of 10.00% for FY 2020-21 against which Company has achieved 9.86% which is well within the approved limit. The division wise distribution loss levels for the last 5 years are submitted.

It can be seen from the above table; the overall distribution loss level of the Company is in decreasing trend. In respect of the divisions where recorded loss is much higher than the approved limit, instructions have been issued for further reduction of losses by replacing not recording meters, detecting theft, re-conductoring of deteriorated distribution lines and executing other allied improvement works etc.,

Further, the Commission has approved the distribution loss of 9.84% for FY 2021-22 and accordingly targets were given to the divisions. The achievements against the target up to 2<sup>nd</sup> quarter of the year 2021-22 are submitted.

**In its replies to preliminary observations, MESCOM has submitted that:**

Action has been taken to collect huge arrears in respect of the O & M Divisions, Where the ratio of Closing Balance is high, including the arrears from the Government installations.

- To review the due dates of daily collection vis-a-vis the due dates for payments.
- Timely Disconnection of default installations and on priority age wise / amount wise arrears recovery persuasion.

- Follow up the recovery in respect of Government installations GP / TPs and local bodies duly contacting the concerned authorities in person by the Sub-division Officers / Section Officers.
- Sub division offices are sending monthly consolidated bills in addition to spot bills to respective GPs / TP / TMC / CMC / Corporation and are taking signed acknowledgement and following methods are adopted by MESCOM to recover Electricity dues of RLB / ULB.
- By contacting concerned RLB / ULB officials over phone / personally by MESCOM officials regularly.
- By addressing D.O letters by M.D to the concerned District DC's / CEO's / Project Director regarding payment of Electricity dues every month.
- By giving instructions to all the Zonal / Circle / Divisional / Sub-divisional Officers in the Monthly progress review meeting.
- Zonal Chief Engineers and Circle Superintendent Engineers are personally monitoring the recovery of outstanding dues of RLB and ULB.
- Prompt reconciliation and follow up collection with the collection agencies such as post office, Banks, Paytm, Karnataka-1 etc.,
- Prompt banking of all collections and also remittance and transfer to the main account at Mangalore.
- To conduct periodically the revenue arrears collection drive on a Mass basis.
- To recover the arrears from the consumer and also follow up of audit short claim etc.,
- To follow up the back-billing charges on account of MT, RT and vigilance reports.
- To arrange/follow-up of inspection of DL, NIL and MNR installations / replacement of meters.

**Commission's Views:**

The Commission notes that the MESCOM has implemented the financial framework model partially. MESCOM has to analyze the performance of its Divisions using the financial framework. MESCOM should have taken up two Divisions to analyze the conduct of their business on commercial principles as per the directions and identify the best performing divisions and non-

performing divisions. A peer analysis of various divisions will help in adopting the parameters of best performing divisions in non-performing divisions.

The Commission notes that the MESCOM has submitted data on the financial framework model, on the basis of the ARR and Distribution losses approved for MESCOM in the previous Tariff Order for all the divisions. The commercial principles for operation of the Company, envisaged in the directives are not extended to the level of the Sub-Divisions. Also, MESCOM is not submitting the compliance in respect of implementation of Financial Management Framework, on quarterly basis, to the Commission, as directed.

The Commission has been receiving complaints from the consumers and stakeholders about the accumulation of revenue arrears and failure to recover the long - standing arrears which is causing adverse financial impact on the MESCOM's Cash flows. Comparing the data submitted in the present tariff filing and the data submitted during the previous year's tariff filing, it is observed that the closing balance ratio of the Company as on 31.03.2020 was 1.60, whereas the ratio has increased to 1.62 as on 31.03.2021 and is 1.71 as on 30.09.2021. This shows that the performance of MESCOM has decreased during FY21 and decreasing further. Though, MESCOM has informed that it is continuously following up with all the Government Departments, the arrears are accumulating. The Commission directs MESCOM to chalk out a stringent action plan to recover the long-standing accumulated arrears including recovery of old subsidy dues from the Government.

The Commission directs the MESCOM to review the performance of the divisions & Sub-Divisions in terms of the energy received, sold, average revenue realization and average cost of supply using the financial framework Model. Further, MESCOM is directed to continue to analyze the following parameters each month to monitor the performance of the divisions / Sub-Divisions, at corporate level:

- a) Target losses fixed and the achievement at each stage.
- b) Target revenue to be billed and achievement against each tariff category of consumers.

- c) Target revenue to be collected and achievement under all tariff categories.
- d) Target revenue arrears to be collected.
- e) Targeted distribution loss reduction when compared to previous years' losses.
- f) Comparison of high-performance divisions in sales and revenue with low performing divisions and take corrective measures to improve sale and revenue of low performing divisions.
- g) Targeted achievement in performing the energy audit, feeder- wise, DTC- wise, and the performance in achieving the reduction in energy losses of feeders, DTCs by setting right the lacuna's / issues viz., proper metering tagging of consumers properly etc.,

**Based on the analysis, the MESCOM needs to take corrective measures to ensure 100 per cent meter reading, billing, and collection, through identification of feeders showing high losses, sub-normal consumption in meters, replacement of non-recording meters etc.**

**The Commission reiterates its directive that the MESCOM shall continue to implement the Financial Management Framework Model and report compliance thereon regularly, on a quarterly basis to the Commission. MESCOM shall identify the sub-divisions and divisions which are not collecting the required rate of ARR and take remedial measures to ensure full recovery of revenue. The Commission directs MESCOM to submit the financial frame work analysis for FY21 and FY22 within May, 2022.**

#### **14) Directive on Prevention of Electrical Accidents:**

On a review of the electrical accidents that have occurred in the State during the previous years, it is seen that the major causes of the accidents are due to snapping of LT / HT lines, accidental contact with live LT / HT / EHT lines / equipment in the streets, hanging live wires around the electric poles / transformers, violation / neglect of safety measures, lack of supervision, inadequate / lack of maintenance, etc., posing greater threat to human lives.

Considering the above facts, the Commission hereby directs the MESCOM to prepare an action plan to effect improvements in its distribution network and implement safety measures to prevent electrical accidents. A detailed division-wise action plan shall be submitted by the MESCOM to the Commission.

#### **Compliance by the MESCOM:**

With a view to prevent of electrical accidents, MESCOM has given instructions to all the field officers who are maintaining the distribution network and instructions were issued to follow the guidelines issued in manual of "Safety / Technical Audit for Power Distribution System" prepared by the Hon'ble Commission. The Chief Engineer (Elec.,) of each O&M Zone of MESCOM is designated as "Electrical Safety Officer" and he has been given instructions to take action to prepare the action plan on prevention of electrical accidents.

Safety gears such as earthing rods, Helmets, High voltage Detectors, Safety kits, etc., are provided to all the linemen of MESCOM and periodical training is being imparted to them to use of safety gears, while working on the Distribution Network, by providing them with safety instruction manual and various field demonstrations through trained professionals in HRD Training Centre of MESCOM. The MESCOM HRD wing has conducted the training on safety measures to be taken while working on electrical network and the details are as follows:

<b>Financial year</b>	<b>Total team</b>	<b>No. of trainees attended</b>
2020-21	25	698

For public awareness, Do's & Don'ts wide publications are also being given in daily newspapers.

In order to prevent and reduce the number of fatal electrical accidents, MESCOM has taken measures to rectify the hazardous locations / installations. As per the directive, MESCOM has made sincere efforts for identification of all the hazardous installations in the distribution system which is a continual process. However, MESCOM has given higher priority for rectification of hazardous installations in densely populated areas / public areas.



The details of number of hazardous locations identified and rectified are as below:

Year	Hazardous locations existing at the beginning of the year	Hazardous locations identified during the year	Hazardous locations rectified during the year	Balance Hazardous locations to be rectified
2020-21	87	2450	2458	79
2021-22 (upto September 21)	79	1267	1298	48

**In its replies to preliminary observations MESCOM has stated that:**

MESCOM has given priority to identifying and rectification of balance hazardous locations / installations in distribution network.

In order to prevent such accidents in future, analysis was done on the reports submitted by Electrical Inspectorate for FY21 and FY22 up to September 2021. Periodical safety training is being imparted to the power men through MESCOM HRD wing and safety awareness has been created among the consumers. MESCOM has taking action to publish advertisement to create awareness on electricity safety, among consumers periodically.

As per the directive, MESCOM will submit the compliance periodically.

**Commission's Views:**

MESCOM has not furnished the details of the Electrical accidents occurred in its area of operation in the tariff filing. The Commission notes that various remedial measures including rectification of hazardous installations, in its distribution network have been taken by the MESCOM.

MESCOM shall have to take measures to reduce the rate of fatal electrical accidents involving human, animal and livestock, which will be a matter of serious concern to the Commission. The frequent occurrence of electrical accidents indicates that there is an urgent need for identification and rectification of hazardous installations, more systematically and regularly. Therefore, the MESCOM should continue to focus on identification and

rectification of all the hazardous installations including streetlight installations / other electrical works, under the control of local bodies to prevent electrical accidents. MESCOM should also take up continuous awareness campaigns through visual / print media on safety aspects relating to electricity among public.

MESCOM should carry out more effective periodical maintenance works, provide and install LT protection to distribution transformers, and also ensure use of safety tools & tackles by the field-staff, besides imparting necessary training to the field-staff, at regular intervals.

The Commission is of the view that the existence of hazardous installations in the distribution network is obviously due to sub-standard works carried out, without adhering to the best standards & practices in construction / expansion of the distribution network. The MESCOM needs to conduct regular safety audit of its distribution system and carryout preventive maintenance works as per schedule of the Safety Technical Manual issued by the Commission, to keep the network and equipment in healthy condition.

**The Commission, reiterates its directive that the MESCOM shall continue to take adequate measures to identify and rectify all the hazardous locations / installations existing in its distribution system under an action plan to prevent and reduce the number of electrical accidents occurring in its distribution system. Any lapse on the part the concerned officers / officials should entail them to face disciplinary action.**

**MESCOM shall submit an action plan for reducing the accidents in MESCOM area and the details of envisaged programmes to create awareness and to educate the field staff and public about the electrical safety measures within 3 months of the date of this Order. The compliance thereon shall be submitted to the Commission on quarterly basis, regularly.**