

13. Observations on Directives:

Directive No	Directives Issued by the Commission	Observation made	Replies of CESC
4	Directive on implementation of Standards of Performance (SoP)	<p>The CESC was directed 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 and 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.</p> <p>But CESC has not submitted the compliance on the above. CESC shall submit the compliance regularly.</p>	<p>As on September-2022, the SoP parameters are displayed in all O&M sections & Sub-divisions and proper monitoring is done.</p> <p>Till Date, no penalty is levied on the Officers and no amount is paid to the consumers in regard of violation of SoP.</p>
	Directive on Load shedding	<p>It is observed that CESC has not taken action to update the entire consumer data into the application used for public information system on interruptions in power supply etc., CESC Mysore shall furnish the</p>	<p>CESC has furnished the incremental consumer database to REC in order to update the same in Urja-Mitra web portal, but due to backend server problem at REC, CESC is unable to update the same in Urja-Mitra application. The same was communicated to REC via email & letter and now it is rectified.</p>

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		<p>timeline for updating the entire consumer data into the application</p> <p>The CESC Mysore shall submit compliance in this regard.</p>	<p>At present CESC is sending the information on outages to the consumers whose data is updated (Copy of the message sent to consumer on supply interruption is enclosed as Annexure-O). Further action will be initiated to update the balance consumer database by fixing timeline.</p>
8	<p>Directive on establishing a 24 X 7 fully equipped centralized consumer service centers</p>	<p>CESC was directed to reduce the consumer downtime to address the complaints. CESC is directed to report average time taken to attend to a complaint as at present and the efforts made to reduce the downtime further in future.</p> <p>The CESC shall furnish compliance in this regard. Comparison of the downtime analysis for FY21 and FY22 shall be furnished.</p>	<p>As per the directive of the Hon'ble commission, CESC has made the following continuous efforts to reduce the downtime to address the complaints.</p> <ul style="list-style-type: none"> ➤ Provision for registration of consumer complaints is initiated through various sources like; 1912 helpline, SMS, Email, Web, Facebook, Twitter, Whatsapp, Urja-Mitra, Sakala. ➤ In order to reduce the time taken to resolve the complaints, CESC has installed the web based PGRS (Public Grievance Redressal System) application successfully and it is working satisfactorily by enabling fast complaint registration and redressal at Customer Care Complaints. Also, CESC is handling the complaints as per Hon'ble KERC Standard of Performance (SoP).

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			<ul style="list-style-type: none"> ➤ The CCC is analyzing and monitoring the complaints so as to reduce the number of complaints and also to minimize the time taken to resolve the complaints in co-ordination with field staff. ➤ The field staffs are continuously being educated/ sensitized on handling of consumer complaints to provide prompt and efficient service to the consumers/General public by issuing circulars, letters and guidelines during meetings. ➤ CESC has conducted the maintenance of 11kV Feeders and connected Distribution transformers having higher interruptions under Feeder/ Transformer maintenance Abhiyana for providing quality & reliable power supply to consumers. ➤ CESC has taken action to establish full-fledged additional 24*7 service stations by providing vehicle, CUG mobile number and necessary safety requirements. <p>Comparison of down time analysis for FY 21 & FY22 is annexed as Annexure-P</p>						
9	Directives on Energy Audit	Energy Audit of cities / towns: CESC shall furnish the comparative statement of losses recorded in Towns &	The Comparative statement of losses recorded in Town and Cities for FY-21 as against the FY-22 is as below <table border="1" data-bbox="1182 1166 2036 1233"> <thead> <tr> <th data-bbox="1182 1166 1498 1201">Name of the Town</th> <th data-bbox="1500 1166 1765 1201">For FY-21</th> <th data-bbox="1767 1166 2036 1201">For FY-22</th> </tr> </thead> <tbody> <tr> <td data-bbox="1182 1203 1498 1233">Mysuru</td> <td data-bbox="1500 1203 1765 1233">6.47</td> <td data-bbox="1767 1203 2036 1233">7.02</td> </tr> </tbody> </table>	Name of the Town	For FY-21	For FY-22	Mysuru	6.47	7.02
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		<p>Cities for the FY22 as against the FY21 and furnish the action taken to reduce the loss levels to less than 15%, wherever the same are more.</p> <p><u>DTCs Energy Audit:</u></p> <p>CESC shall submit the details for not conducting energy audit of all the DTCs for which the meters have been fixed along with the timeline by which all the remaining DTCs will be metered and audited.</p>	<table border="1"> <tr><td>Chamarajanagar</td><td>14.74</td><td>13.42</td></tr> <tr><td>Kollegala</td><td>13.30</td><td>13.25</td></tr> <tr><td>Mandya</td><td>11.63</td><td>10.36</td></tr> <tr><td>Hassan</td><td>7.44</td><td>7.23</td></tr> </table>	Chamarajanagar	14.74	13.42	Kollegala	13.30	13.25	Mandya	11.63	10.36	Hassan	7.44	7.23			<ul style="list-style-type: none"> • 52,861 Nos. of DTC's are metered as on September-2022. • MT staff has inspected 27,280 Nos. of DTC metering out of which 14,373 Nos. of DTC metering is not in good condition. • Further action is being initiated to set right the defective meter/connected accessories so as to bring them back to working condition. • At present, 22,017 Nos. of DTC's are audited during Sep-22. 																	
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14	Prevention of Electrical accidents	<p>CESC shall furnish the details of hazardous locations identified, the balance number of hazardous locations to be rectified for FY22. CESC is required to furnish the action plan for rectification of balance hazardous locations / installations identified in its distribution network.</p> <p>CESC shall furnish the summary of the analysis made on the reports submitted by Electrical Inspectorate for FY22 and FY 23</p>	<p>The details of hazardous locations as on FY22 is as follows;</p> <table border="1"> <thead> <tr> <th>Opening Balance as on 31.3.2021</th> <th>Identified (April-21 to March-22)</th> <th>Rectified (April-21 to March-22)</th> <th>Yet to be rectified as on 31.03.2022</th> </tr> </thead> <tbody> <tr> <td>17</td> <td>17062</td> <td>17076</td> <td>3</td> </tr> </tbody> </table> <ul style="list-style-type: none"> • 175 Nos. of accidents occurred during FY-22. 19 Nos. of Accidents have been reduced as compared to FY-21. <table border="1"> <thead> <tr> <th rowspan="2">Sl no</th> <th rowspan="2">Year</th> <th rowspan="2">No of accidents</th> <th colspan="2">Departmental</th> <th colspan="2">Non -Departmental</th> <th rowspan="2">Animals</th> </tr> <tr> <th>Fatal</th> <th>Non-Fatal</th> <th>Fatal</th> <th>Non-Fatal</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>2021-22</td> <td>175</td> <td>3</td> <td>19</td> <td>59</td> <td>10</td> <td>84</td> </tr> </tbody> </table>					Opening Balance as on 31.3.2021	Identified (April-21 to March-22)	Rectified (April-21 to March-22)	Yet to be rectified as on 31.03.2022	17	17062	17076	3	Sl no	Year	No of accidents	Departmental		Non -Departmental		Animals	Fatal	Non-Fatal	Fatal	Non-Fatal	1	2021-22	175	3	19	59	10	84
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		(up to September, 2022) and action taken to prevent such accidents in future.	2	2022-23 (As on SEP-22)	144	3	4	42	9	86
			<ul style="list-style-type: none"> • Non -Departmental Fatal Accidents are high during 2022-23 compared to 2021-22 even after conducting several awareness program for public. However CESC will put more effort on awareness program for Public in future days regarding safety on distribution lines and transformers. • Most of the accidents are being happening due to negligence of the public while carrying out their work in vicinity of distribution network. Further in order to reduce the departmental/Non-departmental accidents CESC has planned to carryout E&I works such as re-conductoring works, providing intermediate poles, Link Lines etc. • Awareness to the consumers are given in Interaction meetings, Vidhyuth Adalath, janasamparka sabhe, media etc CESC is bringing awareness to the Staff/Public regarding safety on electricity. • On every Monday O&M Staff/Power man are taking OATH on safety while working on lines. 							