



**Chapter-3**  
**Compliance to Directives**

**New Directive:**

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

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 by the MESCOM:**

**MESCOM is abide by the Open Access regulations duly issuing the No Objections Certificate (NOC) for Wheeling and Banking facility to Open Access Consumers/ Captive generators within the timeframe specified in the said regulations.**

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

The Commission desires that, conduct of such meetings shall be continued and are to be chaired by either the jurisdictional Superintending Engineer or jurisdictional Executive Engineer once in a quarter, to redress the consumer grievances relating to supply of electricity and related issues. 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 Asst. Executive Engineer (El) 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.

As Commission observed that, CIMs conducted in the Shivamogga and Bhadravati are neither chaired Superintendent Engineer(El) nor Jurisdictional Divisional Engineer(El), Commission directed to furnish the details of number of CIM's conducted during last 3 years so as to confirm whether the designated Officers are consistently following Commission's directive or not.



### Compliance by MESCOM:

As per the directions of the Hon'ble Commission, MESCOM is conducting Janasamparka Sabha's under the chairmanship of Superintending Engineer (Elec.) of concerned O&M Circle/ Executive Engineer(Elec) of O&M Division by giving wide publicity by means of leading newspapers, e-mails, messages, social media like twitter and facebook, regional and local newspapers etc.. well in advance (3 days prior) in order to ensure large participation of Consumers. Creating an opportunity for the consumers to raise their grievances personally. Similarly every 3<sup>rd</sup> Saturday of the month CIM were also conducted under the chairmanship of Subdivisional Officer upto May - 2022. In addition to this, MESCOM is conducting Vidyuth Adalath's on the 3<sup>rd</sup> Saturday's of every month at different places of each Subdivision comprising of all the Officials of MESCOM including involving top management officials like Managing Director/Director Technical/ Chief Financial officers and others as per the GoK Order Energy/207/EEB/2022 dated.04.06.2022. All these efforts are aimed to improve the services to Consumers to their satisfactory.

Further, it is to bring to the kind Knowledge of the Hon'ble Commission that, necessary directions was given to Superintending Engineer (El), Shivamogga O&M Circle for not attending the CIMs as per the Commission's Directions. Now it is noted that, the Superintending Engineer (El), Shivamogga O&M Circle is attending the CIMs regularly. As directed details of the number of CIMs conducted in MESCOM jurisdiction during last 3 years was submitted to Commission vide letter No. SEE(Coml)/I/19315/2022/ 14.06.2022 for kind perusal.

MESCOM is having currently 62 O&M subdivisions. By comprising all the Subdivisions, during 2021-22, **498 nos of Janasamparka Sabha's, 365 no's of CIM's** have been conducted. Likewise during 2022-23 upto September **116 no's of Janasamparka Sabha's, 189 no's of CIM's and 217 nos of Vidyuth Adalath's** have been conducted. In the above said meetings, about **6593** complaints were brought to the notice of MESCOM for redressel. Out of which **4281** complaints were disposed. The details relating to the period 2021-22 and 2022-23 (upto Sept-2022) are as follows:

### Progress of Janasamparka Sabha's in 2021-22:

O&M Circle	No. of O&M Sub-Divisions	No. of O&M Sub-divisions in which meetings conducted	No. of meetings conducted	No. of Complaints received in the meeting	No. of Complaints disposed in the meeting	Cumulative No. of Complaints yet to be addressed
Mangalore	20	20	183	564	242	913
Udupi	11	11	57	93	78	33
Shivamogga	18	18	93	262	258	4
Chikkamagaluru	12	12	165	358	146	86
<b>Total</b>	<b>61</b>	<b>61</b>	<b>498</b>	<b>1277</b>	<b>724</b>	<b>1036</b>

**Progress of Janasamparka Sabha's in 2022-23: (Upto Sept-2022)**

O&M Circle	No. of O&M Sub-Divisions	No. of O&M Subdivisions in which meetings conducted	No. of meetings conducted	No. of Complaints received in the meeting	No of Complaints disposed in the meeting	Cumulative No. of Complaints yet to be addressed
Mangalore	20	20	40	194	36	612
Udupi	12	12	20	81	76	39
Shivamogga	18	18	36	119	110	12
Chikkamagaluru	12	12	20	125	91	40
<b>Total</b>	<b>62</b>	<b>62</b>	<b>116</b>	<b>519</b>	<b>313</b>	<b>703</b>

Out of the above issues of the consumers are of the nature which requires integrated system improvement. Such kind of the issues addressed by including these in the system improvement works. In this regard, details are being submitted to the Hon'ble Commission on quarterly basis for review. The Details of the Janasamparka sabha's/CIM'/Vidyuth Adalath's conducted in MESCOM jurisdiction in the format for FY-22 & FY-23 (Upto Sept-2022) is annexed in Annexure-CIM.

**Progress of CIM's conducted at Subdivision level in 2021-22:**

O&M Circle	No. of O&M Sub-Divisions	No. of O&M Sub divisions in which meetings conducted	No. of meetings conducted	No. of Complaints received in the meeting	No of Complaints disposed in the meeting	Cumulative No. of Complaints yet to be addressed
Mangalore	20	20	131	387	387	0
Udupi	11	11	66	124	123	1
Shivamogga	18	18	111	230	230	0
Chikkamagaluru	12	12	57	144	140	4
<b>Total</b>	<b>61</b>	<b>61</b>	<b>365</b>	<b>885</b>	<b>880</b>	<b>5</b>

**Progress CIM's conducted at Subdivision level in 2022-23 (upto Sept-22):**

O&M Circle	No. of O&M Sub-Divisions	No. of O&M Sub divisions in which meetings conducted	No. of meetings conducted	No. of Complaints received in the meeting	No of Complaints disposed in the meeting	Cumulative No. of Complaints yet to be addressed
Mangalore	20	20	75	220	220	0
Udupi	12	12	18	40	39	1
Shivamogga	18	18	33	62	62	0
Chikkamagaluru	12	12	63	488	442	49
<b>Total</b>	<b>62</b>	<b>62</b>	<b>189</b>	<b>810</b>	<b>763</b>	<b>50</b>



**Progress of Vidyuth Adalath's conducted in 2022-23 (from June-22 to Sept-22):**

O&M Circle	No. of O&M Sub-Divisions	No. of Villages in which meetings conducted	No. of Complaints received in the meeting	No. of Complaints disposed in the meeting	Cumulative No. of Complaints yet to be addressed
Mangalore	20	85	1133	462	671
Udupi	12	59	634	301	333
Shivamogga	18	65	770	426	344
Chikkamagaluru	12	60	565	412	153
<b>Total</b>	<b>62</b>	<b>269</b>	<b>3102</b>	<b>1601</b>	<b>1501</b>

**3. Directive on Implementation of Standards of Performance(SoP):**

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.

The Commission also directs the MESCOM to take action to display the SoP in the format mentioned above in its official web site for information of the consumers.

SoP should be displayed in each of the 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 the 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. ESCOM 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.



### **Compliance by MESCOM:**

As per the directive of Hon'ble KERC, services covered in SoP as per the KERC (licensee's Standard of Performance) Regulations, 2004 in a prescribed format are displayed in all the section offices and O&M units of MESCOM at places where it can be easily visible to Consumers visiting these Offices. Further, details about the claim procedure for the delayed services if any, is also printed in the above format for the Consumer information. Form-A of the KERC (CGRF and Ombudsman) Regulations, 2004 for claims is made available in the MESCOM website, so as to enable consumer to get it directly in easier mode of way. Further, Handbook on SoP both in Kannada and English language is displayed in the official website of MESCOM.

MESCOM is continuously educating all its field officers and staff during Divisional level/Circle level meetings/trainings. Further, during every Monday of the week is also made as platform to educate linemen staff regarding SoP and the consequences of non-adherence to the SoP while taking the Oath about Electrical Safety. In addition to this MESCOM is also educating about SoP to its staff (Jr. Assistants, Assistants, Senior Assistants, Over sears, Junior Engineers and Linemen Staff) during the regular training by HRD wing (2021-22: 608 Nos, 2022-23 [upto Sept-2022] : 96 Nos).

MESCOM has published the "HAND BOOK" (KAIPIDI) in Kannada on the SoP and distributed to all the staff and stake holders. The Hand Books are also made available during Janasamparka Sabha's/CIM's so that to distribute to the Consumers required if any. The copy of the same is also published in the MESCOM website.

MESCOM is strictly 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. Also out of services covered in SoP's 10 major services are linked to SAKALA Application of GoK.

#### **4. Directive on use of safety gear by linemen / Power men**

Adequate quantity 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.

### **Compliance by MESCOM:**

MESCOM is abide by the commissions directives duly procuring the safety equipment's regularly to facilitate all field staff to work safely while working on both in Live/Off line distribution network. In addition to providing these safety equipment's, the usage of safety kits also being ensuring while on working by giving surprise visits to the work spots and during regular movements. Further, using safety meetings as a platform, which is regularly conducting on every Monday of the week across all the section offices of MESCOM, sharing knowledge about the usage of safety kits and briefing the causes of non-usage of the safety equipment's to all the line staffs. MESCOM has provided all the safety gears required to carry the work on Distribution system in all the conditions. For this MESCOM has spent Rs 48.09 Lakhs during 2021-22 for replacing the non-usable safety gears and T&P materials and to purchase adequate spare equipment's for emergency usage. During the 2021-22 these are the safety and T&P materials purchased to carry out the works smoothly free from accidents. **Safety Helmets-808 No's, Tool Kit-24 No's, Cutting plier- 265 No's, Gumboots-1660 Pairs, Rechargeable LED Hand Torch-127 No's, First Aid Box-12 Sets, Bill hook - 64 No's, Hand Glouse - 117 No's, Earthing Rods - 53 No's, Rope - 40Kgs, Chain Pulley - 3 No's, bamboo ladder - 3Nos and Rubber Shoes Knee height - 429 Nos.**

In order to reduce/Prevent Electrical accidents, MESCOM is conducting safety trainings to its field staff regularly under the sponsorship of REC through HRD wing of MESCOM. During 2021-2022 and 2022-2023 (Upto Sept-2022), a total 11 number of training have been conducted with participation of 310 number of line staff.

With this MESCOM has given at most attention towards providing safety gears to its staff working on Live/Off line Distribution network in order to prevent electrical accidents. Also MESCOM is creating awareness about usage of these safety gadgets and consequences of non-usage of these gadgets. MESCOM has appointed Chief Engineer (Elec) of the O&M, Zone as 'Electrical Safety Officer" and given instructions to take all the safety measures.

MESCOM is regularly supplying safety gadgets to all linemen and giving necessary



direction to its line staff from time to time and all are using the gadgets when working on Distribution network.

#### **5. Directive on load shedding:**

MESCO shall extensively use the URJA Mitra mobile application, which can be used as a link between MESCO, field staff and citizens for facilitation of outage information dissemination to all 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. MESCO can also save money required for development of similar software.

Hence, the Commission directs the MESCO 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 as early as possible. MESCO is also directed to take up strict supervision over repairs to the transformers and ensure good quality repairs and fix personal responsibility on the erring staff / officer.

Further, Commission also notes that the main reason for power disruption is due to the failure of distribution transformer and directed MESCO to submit the action plan for reducing the failure rate of distribution transformer along with to restore the power supply to effected area due to transformer failure as per the SoP regulations.

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

#### **Compliance by MESCO:**

MESCO is abide by the directives of Hon'ble Commission duly arranging 3 phase & single phase power supply in all the districts of MESCO as per the GoK Order. As per the directives, all Scheduled outage for planned maintenance of distribution networks are carried out with prior intimation to consumers using URJA MITRA application. As at the end of September 2022, out of **25.24 Lakh** Consumers of MESCO **20.97** Lakhs Consumers are registered under this application. Action is being initiated to tag balance consumers to the said App. Base data for the said App is updated to provide all the information through SMS to all the registered consumers under this Application about 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.,





In addition to this MESCOM has launched “ **NANNA MESCOM** ” Mobile Application with a facility where consumers of MESCOM can download the App from **Google Play Store** and register on their own. The registered Consumer under this App will get information about all Scheduled Interruption information along with unscheduled power outages, emergency outages, restoration time, power outage extension time pertaining to their respective Installation areas. Apart from this, Consumer can get their Billing and Payment details of their respective registered installation and can raise complaints regarding Power Supply and Billing/Revenue related issues using this App.

Further, the above said Scheduled Outage information also being brought to knowledge of Consumers 24 Hours before by publishing in the Local/leading News Papers as well as in MESCOM website to avoid inconvenience to the esteemed consumers of MESCOM. In addition to the above, week ahead district wise planned maintenance of distribution is being notified in the MESCOM website regularly. As per the directive, MESCOM has given at most care to avoid frequent load shedding of 11 KV Feeders to avoid inconvenience to consumers/public.

As per the direction of GoK, MESCOM has taken Distribution Transformer minor maintenance works in mass at the field itself to reduce the distribution transformer failure by which to reduce interruptions to Consumers on account of failure of Distribution Transformers. As on date MESCOM has carried maintenance works on 66,396 No's of Transformers during 2022-2023. Also established 6741 Nos of different capacities of additional distribution transformers during 2021-2022 and in the same way 2388 No's of additional DTC's added to the Grid where Transformers are overloaded to avoid failures and to ensure the reliable power supply to Consumers. The division wise details of the same are as below. MESCOM is complying the timeline for replacing the failed Transformers as per SoP Regulations to avoid inconvenience to Consumers except some exceptional cases where it is practically not possible due to geographical conditions. To achieve the same Division wise Transformer bank is created in such a way that, transformers of all capacities for failure replacement is made available during all seasons. MESCOM has taken up strict supervision over the repairs of transformers at repair centers to ensure good quality repairs.

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.





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

**Transformer Maintenance carried details**

Sl. No.	Name of the Division	Number of Existing Transformers	Number of Transformers for which maintenance is carried.	Progress % age
1	Mangalore	4930	4480	90.87
2	Kavoor	4804	4498	93.63
3	Puttur	6646	5838	87.84
4	Bhantwala	8339	7473	89.61
5	Udupi	5130	5130	100
6	Karkala	2600	2600	100
7	Kundapura	3937	3937	100
8	Shivamogga	10915	7722	70.74
9	Bhadravati	4254	3709	87.18
10	Sagara	8967	2570	28.66
11	Shikaripura	11007	4958	45.04
12	Chikkamгалuru	6016	1727	28.70
13	Koppa	3200	1573	49.15
14	Kadur	15285	10181	66.60
<b>Total</b>		<b>96030</b>	<b>66396</b>	<b>69.14</b>

**Details of No. of additional Transformer Established during 2021-2022 and 2022-23(upto Sept-22)**

Sl. No.	Name of the Division	Transformers Added to the System	
		2021-2022	2022-2023 (upto Sept-2022)
1	Mangalore	142	64
2	Kavoor	201	89
3	Puttur	328	102
4	Bhantwala	309	166
5	Udupi	352	75
6	Karkala		93
7	Kundapura	179	83
8	Shivamogga	658	180
9	Bhadravati	239	330
10	Sagara	941	211
11	Shikaripura	963	184



12	Chikkamgaluru	514	235
13	Koppa	288	88
14	Kadur	1627	480
<b>Total</b>		<b>6741</b>	<b>2388</b>

**6. Directive on establishing a 24X7 Fully equipped Centralized Consumer Service Centre for redressal of Consumer complaints:**

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.

**Compliance by MESCOM:**

As per the directive of Hon'ble Commission, MESCOM has established a 24X7 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 Consumer Care Centre activities overall supervision being done by the SEE, SCADA & DCC and daily activities will look 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". Further, The said software also integrated to the SAKALA Application of GoK where services of MESCOM has synched with a time limits as specified in the Hon'ble KERC SoP Regulations in order to render the services to the Esteemed consumers of MESCOM within the time frame. Also MESCOM has given suitable instructions to its field officers to attend the complaints efficiently in order to avoid delay. MESCOM has already established 54 Nos of full-fledged 24 Hrs service stations and 7 Nos of 12 Hrs service stations have been established by providing men, material and vehicle to redress the consumer complaints. In addition to this, 46 Nos of additional Vehicles and 585 Nos of Gang men are provided during during 2021-22 monsoon and 61Nos of additional Vehicles and 606 Nos of Gang men are provided during during 2022-23 monsoon period so as to enable us to attend the faults immediately and to restore the supply with in the shortest period.



MESCOM has provided training to all the field staffs those who are working in the Consumer Service Centre an how to behave with consumer politely and also it is made tradition to give training on every month to its field staff.

Total complaints received category wise for the financial year April 2021 to March-2022 and April-22 to Sept 2023 is as mentioned below:

Nature of Complaints	No. of Complaints Received and disposed	
	2021-22	2022-23 (Upto Sept-22)
A-Failure of Power Supply	453527	307839
B-Voltage Complaints	23680	16629
C- Metering Complaints	657	535
D-Billing Issues	3725	2376
E-Safety Issues	817	6845
F- TC failure Complaints	392	189
G-Theft	115	29
I- New Connection/Additional Load	78	54
J-Phase Conversion	3	3
K- Transfer of ownership and conversion	18	7
L-Refund/Issuance of Certificates	2	4
M-Additional TC/Enhancement	14	9
N- General	6739	3059
<b>GRAND TOTAL</b>	<b>497121</b>	<b>337578</b>

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.mescom.karnataka.gov.in](http://www.mescom.karnataka.gov.in)**

For public awareness, wide publications are also given in daily news papers.

## 7. Directive on Energy Audit.

The Commission views with displeasure the delay in completing the tagging of consumer installations and taking up energy audit of all the feeders and metered DTCs.

The 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 for reducing 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.

The Commission directs MESCOM to conduct workshops at the Division Office 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 DTC's and maintain the meters in good condition, Metering of Street light installations, Replacement of electromechanical meters etc. An action plan on conducting such workshops shall be submitted by MESCOM within 60 days from the date of this order.

The feeder-wise and DTC-wise energy audits 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.

**Compliance by MESCOM:**

During FY-22, MESCOM Distribution Loss is 9.02%. Several initiatives have been taken up for reduction of distribution loss in MESCOM by strengthening distribution systems which includes establishment of new sub stations, enhancements in the existing sub-stations, addition of new distribution transformers in low voltage pockets, enhancement of DTCs to avoid overloading of systems, re-conductoring of HT/LT lines/EHT lines, bifurcation of feeders, construction of link lines, etc.,

**Progress of various works including system strengthening works for the past 2 years is as shown below:**

Year	DTCs added	33kV lines in kms	11kV UG cable in kms	HT lines added in RKMs	HT lines reconductoring in RKMs	LT lines added in RKMs	LT lines reconductoring in RKMs	Feeders added in nos	33 kV station augmentation/ addition in MVA
2020-21	6958	2.36	67.1	3296.8	415.34	2419.8	1591.58	110	50 MVA
2021-22	6741	75.05	75.63	2340.26	495.32	2146.46	2077.70	96	95 MVA



**Division wise energy audit detail for the year FY-22 and FY-23(Upto Sep-22 Provisional) is as follows;**

Sl. No.	Name of the Division	Distribution Loss in % during FY 22	Distribution Loss in % (Upto Sep-22, provisional)
1	Mangaluru	4.52	5.09
2	Kavoor	4.41	3.97
3	Puttur	8.73	7.65
4	Bantwal	11.49	9.86
5	Udupi	8.77	6.57
6	Karkala		11.75
7	Kundapura	3.03	7.53
8	Shivamogga	8.94	8.79
9	Bhadravathi	7.48	6.19
10	Sagar	11.35	11.80
11	Shikaripura	14.73	10.39
12	Chikkamagaluru	14.57	9.90
13	Koppa	12.17	10.20
14	Kadur	13.82	13.47
<b>MESCOM</b>		<b>9.02</b>	<b>8.04</b>

**Energy Audit of Cities and Towns:**

In MESCOM City/Town Audit is being carried out regularly and reports are submitted to Hon'ble KERC periodically.

The energy losses of all city/ towns are below 10% and AT&C Losses are below 15% for FY-22

City Energy Audit reports for the Year FY 23 (April-22 to June-22) has been submitted to Hon'ble KERC on 01.10.2022

**City/Town Audit for FY- 22 and FY-23 (Up to Aug-22)**

Name of the City/Town	FY 2021-22		FY 2022-23 (Upto Aug-22 Provisional)	
	% Energy Loss	% AT&C Loss	% Energy Loss	% AT&C Loss
Mangaluru	3.00	3.40	3.07	4.58
Udupi	4.95	5.86	5.13	7.01
Shivamogga	7.90	7.90	5.03	8.02
Bhadravathi	4.34	5.71	5.15	5.15
Sagar	8.20	8.71	7.01	12.30
Chikkamagaluru	8.92	8.92	7.81	12.65
Bantwala	8.00	8.00	7.68	18.13
Belthangady	4.72	11.69	4.24	6.11



Puttur	5.27	5.27	6.69	10.55
Sullya	3.76	3.76	3.59	8.19
Karkala	6.36	9.05	6.49	6.85
Kundapura	5.14	5.14	5.86	7.75
Thirthahalli	6.02	6.78	4.99	9.89
Shikaripura	7.57	9.50	7.53	8.13
Soraba	8.68	8.68	9.14	9.14
Hosanagar	5.63	5.99	6.26	18.42
Kadur	7.62	7.62	4.89	4.89
Tarikere	7.16	8.00	7.72	7.72
Mudigere	4.38	4.38	4.35	10.30
Koppa	4.58	4.58	4.49	8.72
Sringeri	3.97	3.97	3.55	3.55
N.R.Pura	4.73	4.73	4.79	4.79

#### Energy Audit of 11kV feeders:

Feeder level energy audits as at the end of March-2022 and as at the end of Aug-2022 are as indicated below:

Sl. No	Period	As at the end of March-2022		As at the end of August-2022	
		Total No. of Feeders	Total No. of feeders monitored	Total No. of feeders	Total No. of feeders monitored
1	Feeders having less than 15% losses	1246	1205	1299	1264
2	Feeders having losses between 15% to 20%		15		0
3	Feeders having losses between 20% to 30%		0		0
4	Feeders having more than 30% losses		0		0
	<b>Total</b>	<b>1246</b>	<b>1220</b>	<b>1299</b>	<b>1264</b>

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

#### Energy Audit of DTCs:

Energy Audit is conducted on DTCs for which meters are functional .Proposal is submitted for providing smart meters to all the DTCs under RDSS.

DTC level energy audits as at the end of March-2022 and as at the end of Aug-2022 are as indicated below:



Sl. No	Period	As at the end of March-2022	As at the end of Aug-2022
1	DTCs having less than 5% losses	9646	9403
2	DTCs having losses between 5% to 10%	10460	11002
3	DTCs having losses between 10% to 15%	2331	1982
4	DTCs having losses between 15% to 20%	7	0
5	DTCs having more than 20% losses	4	0
	<b>Total</b>	<b>22448</b>	<b>22387</b>

Status of DTC metering as on **30.09.22** is as indicated below:

No. of DTCs existing in MESCOM	No. of DTCs metered	No. of DTCs yet to be metered
97978	49047	48931

**Consumer indexing:**

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

Consumer indexing (DTC wise) status as at the end of September-2022:

Circle	Consumers existing	Consumers tagged	% of tagging
Mangaluru	<b>889787</b>	<b>889787</b>	<b>100.00%</b>
Udupi	<b>508974</b>	<b>508974</b>	<b>100.00%</b>
Shivamogga	<b>715082</b>	<b>707214</b>	<b>98.90%</b>
Chikkamagaluru	<b>479509</b>	<b>412671</b>	<b>86.06%</b>
<b>Total</b>	<b>2593352</b>	<b>2518646</b>	<b>97.12%</b>

**Orientation program:**

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 of feeders and DTCs. Workshop was conducted through Video Conference for all the 14 divisions of MESCOM during the month of April-2022. Proceedings of the workshop conducted is enclosed for kind reference.

**Feeder and DTC wise Energy Audit Review Meetings:**

Feeder wise, DTC wise energy audit is being reviewed in MESCOM Review meetings regularly, copy of the proceedings is enclosed for kind reference.

Feeder and DTC wise Energy Audit reports for the Year FY 22 has been submitted to Hon'ble KERC on 07.07.2022





**Further, methodology adopted to arrive the assessed IP consumption in MESCOM is detailed below;**

A) Up to 2021-2022 MESCOM has assessed the IP set consumption based on sampling predominantly IP feeding DTCs.

(1). Division wise number of sampling predominantly feeding DTCs is as follows;

Sl.No	Division	No. of Sampling
1	Mangaluru	6
2	Kavoor	63
3	Puttur	182
4	Bantwal	181
5	Udupi	73
6	Kundapura	84
7	Shivamogga	152
8	Bhadravathi	116
9	Sagara	154
10	Shikaripura	179
11	Chikkamagaluru	103
12	Koppa	24
13	Kadur	269
<b>Total</b>		<b>1586</b>

(2). Meters of these DTCs are being read on 1st day of every month.

(3). The partly other load consumption existing in these DTCs are deducted to arrive at the exclusive IP consumption.

(4). LT line loss of 6.67% is deducted from the exclusive IP consumption so arrived to have consumption at consumer level.

(5). This exercise is applied for all 1586 sampling predominantly IP feeding DTCs and average per IP consumption will be arrived for each of the O&M sections by considering all sampling DTCs existing in that particular O&M section. So arrived per IP consumption is applied for all the IP sets to compute the quantum of IP consumption for a particular O&M section.

Similarly, IP set consumption of an O&M sub divisions is arrived and the concerned sub divisional officer has certified the correctness of computation in respect of his sub divisional area. This is again monitored by the Executive Engineers (Ele) of the concerned O&M Divisions.

(6). This method of computation has been applied to all the Divisions of MESCOM and total IP consumption of the Company arrived.

(7). The suspected readings/consumption/MNR of meters fixed to DTC's have been excluded from the calculations narrated above duly taking immediate action to set right the defects for a fair consumption assessments in further months.



- (8). The section officers are assigned with the responsibility of indicating the condition of meter and appropriate reasons for subnormal/abnormal consumption of IP sets separately for each DTCs in the meter reading statements.
- (9). All sampling DTCs are being calibrated once in six months and monitored by Superintending Engineers (Ele) of the concerned, O&M Circles. The rating reports are being sent to Superintending Engineer (Ele), O&M Circle with the copy to the O&M Chief Engineer (Ele.) and Corporate Office.
- (10). Month wise calculations are emailed to Hon'ble Commission periodically.

**B) Procedure adopted for 2022-23:**

- (1) In MESCOM, 290 exclusive IP feeders are commissioned in 5 divisions namely; Shivamogga, Bhadravathi, Sagara, Shikaripura and Kadur.  
Division wise feeder details (As on August-2022):

Sl.No	Division	No. of exclusive feeders	No. of IP sets covered
1	Shivamogga	25	11504
2	Bhadravathi	25	11164
3	Sagara	18	5562
4	Shikaripura	92	24163
5	Kadur	130	54595
Total		290	106988

- (2) The IP set consumption of the exclusive feeders are taken as recorded in the feeder meters by subtracting metered consumption if any, line (HT and LT) losses and transformer loss.
- (3) However, the assessment of the consumption in respect of IP sets which are not covered in the above said 290 exclusive IP feeders is being done duly taking the consumption recorded in the sampling predominantly IP feeding DTCs as per the usual practice.
- (4) Month wise calculations for up to August-2022 are emailed to Hon'ble Commission periodically.

**8. Directive on Financial Framework of Division**

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 FY20 and FY21 within May 2021.



### **Compliance by MESCOM:**

As per the directions of the Hon'ble Commission, stringent 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 are being reviewed by the higher authorities on monthly basis.

### **Revenue Demand:**

The Hon'ble Commission has approved the ARR of Rs.7.94 per unit for the FY 2021-22 and MESCOM has achieved ARR of Rs.7.47 per unit. ARR realized at lower rate due to Covid pandemic. Due to closure of Commercial activities revenue was not realized up to approved level. Instructions have been issued to the Divisions to achieve ARR of Rs 8.13 per unit for the FY 2022-23 by adopting 100 percent reading and billing and also by replacing MNR meters on top priority.

### **Revenue Collection:**

For FY 2022-23 the Company has given 100 percent reading, billing and collection targets to the Divisions by adopting monthly targets to each O&M Sections/ Meter readers/ linemen. MESCOM has achieved collection efficiency 99.31% during FY-2021-22 with CB Ratio 1.56. Due to the non-payment Electricity bill by M/s MPM Bhadravati Company could not reach the 100% collection target In spite of regular correspondence and persuasion. The MPM dues as on 31.03.2022 is Rs. 202.21 Crs.

**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.**

- By reviewing the 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 during revenue review meeting.
- To review and follow up the recovery in respect of Government installations
- To review and follow up the recovery in respect of 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



**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 to pay the regular bills as well as outstanding arrears.
- Addressing D.O. letters by M.D to the concerned District DC's/CEO's/ Project Director regarding payment of Electricity dues.
- By giving instructions to all the Zonal / Circle / Division / Sub-divisional Officers in the Monthly progress review meeting.
- Personally monitoring by the Zonal Chief Engineers and Circle Superintendent Engineers to recovery of outstanding dues of RLB and ULB.
- Prompt reconciliation and follow up of 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 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 meter.
- To recover the arrears from the consumer and also follow up of audit short claim etc.

Further Division wise Sales target issued Vide this office letter No.: 17785/2022 Dated 17.05.2022 the details are shown below:

Sl.No	Division Name	Target Sales for 2022-23 in MU's	
		Sales	%
1.	Mangalore	641.31	11.88%
2.	Kavoor	779.41	14.43%
3.	Puttur	308.53	5.71%
4.	Bantwal	495.98	9.18%
5.	Udupi	488.40	9.04%
6.	Karkala	149.39	2.77%
7.	Kundapura	268.86	4.98%
8.	Shivamogga	517.94	9.59%
9.	Bhadravathi	259.94	4.81%
10.	Sagara	309.30	5.73%
11.	Shikaripura	363.29	6.73%
12.	Chickmagalur	220.60	4.08%
13.	Koppa	97.73	1.81%
14.	Kadur	499.46	9.25%
<b>Grand Total</b>		<b>5400.14</b>	<b>100.00%</b>



## **9. Directives on Prevention of Electrical Accidents:**

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, 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. Further, it shall also focus on rectifying the hazardous consumer installations. MESCOM shall submit an action plan for reducing the accidents in MESCOM area, within a month of the date of this Order. Thereafter, the compliance thereon shall be submitted to the Commission every month, regularly.

### **Compliance by MESCOM:**

With the aim of prevention of electrical accidents, MESCOM given instructions to all the field officers of MESCOM those 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 Hon’ble commission. The Chief Engineer (Electy) of each O&M Zone of MESCOM is designated as “Electrical Safety Officer” and given instruction to the Electrical Safety officer to take action to prepare the action plan on prevention of electrical accidents. The details of action taken to reduce the electrical accidents are given below. Further, while conducting the transformer maintenance abhiyana, all the deteriorated LT protection Kits/LT wing Kits have been replaced with new one along with proper size of fuses.

Safety gears such as Earthing rods, Helmets, High voltage Detectors, Safety kits, Hand Gloves, Insulated Cutting Plier etc are provided to all the linemen of MESCOM and periodical training is imparted to them to use of safety gears while working in the



Distribution Network by providing safety instruction manual and various field demonstrations through trained professionals through 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:

Financial year	Total team	No. of trainees attended
2021-22 & 2022-2023 (Sept-2022)	11	310

For public awareness, Do's & Don'ts wide publications are also given often 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. Further, to prevent the electrical accidents MESCOM has taken the following actions during 2021-2022 and 2022-2023( Upto Sept-2022). The details of the same are as below:

**Action taken to prevent the Electrical Accidents during 2021-2022**

Sl. No	Details of Action taken		CIRCLE					Total
			Mangaluru	Udupi	Shivamogga	Chikkamagaluru		
1	Replacement of Damaged/ Deteriorated RCC/PSC, I Beam, Tubular, Ladder, Wooden poles	Nos	599	1496	1912	903	4910	
2	Replacement of Deteriorated Aluminum Conductor	Ckms	3591.37	364.338	36.715	113	4105.423	
3	Enhancement of size of Conductor	Ckms	319.3	163.98	334.5	152.3	970.08	
4	Replacement of copper Conductor	Ckms	0	0	2.5	21.5	24	
5	Providing intermediate poles	HT Line	Nos	261	64	602	795	1722
6		LT Line	Nos	1360	904	776	538	3578
7	No of slanted poles set right	Nos	1267	2440	1808	881	6396	
8	No of places where lines close to/ above the buildings are shifted	Nos	31	2	466	125	624	



**MESCOM: ARR / ERC & Tariff Petition for FY24:  
Ch. Directives**

9	No of places where the transformers are shifted to safe place	Nos	18	2	46	34	100
10	No of poles where jumbled service main connections are set right	Nos	400	1806	2240	649	5095
11	No of poles where LT kits/MCCBs are provided	Nos	99	11	240	21	371
12	Kms of aerial bunched cables provided	kms	0	0	15.04	10.2	25.24
13	No of awareness programs for public is conducted	Nos	78	149	91	61	379
14	No of training programs to field staff conducted	Nos	613	660	247	921	2441
15	No of other preventive maintenance works like tree cutting, restringing of wires, providing proper fuses, replacement of lead wires, providing proper earthing etc., is carried out	Nos	7210	7436	11518	1607	27771

**Action taken to prevent the Electrical Accidents during 2022-2023(Upto Sept-2022)**

Sl No	Details of Action taken		CIRCLE					
			Mangaluru	Udupi	Shivamogga	Chikkamagaluru	Total	
1	Replacement of Damaged/Deteriorated RCC/PSC, I Beam, Tubular, Ladder, Wooden poles	Nos	707	1283	2600	1428	6018	
2	Replacement of Deteriorated Aluminum Conductor	Ckms	810.48	116.71	63.29	109	1099.48	
3	Enhancement of size of Conductor	Ckms	148.59	499.786	127.563	188.03	963.969	
4	Replacement of copper Conductor	Ckms	0	5.2	0.5	39	44.7	
5	Providing intermediate poles	HT Line	Nos	207	181	329	535	1252
6		LT Line	Nos	893	409	399	802	2503
7	No of slanted poles set right	Nos	941	1465	1981	1010	5397	
8	No of places where lines close to/above the buildings are shifted	Nos	48	0	123	46	217	
9	No of places where the transformers are shifted to safe place	Nos	7	12	42	36	97	
10	No of poles where jumbled service main connections are set right	Nos	298	1104	1426	777	3605	
11	No of poles where LT kits/MCCBs are provided	Nos	143	4	57	85	289	





12	Kms of aerial bunched cables provided	kms	0.5	1.8	0.06	10	12.36
13	No of awareness programs for public is conducted	Nos	64	93	77	68	302
14	No of training programs to field staff conducted	Nos	419	179	190	549	1337
15	No of other preventive maintenance works like tree cutting, restringing of wires, providing proper fuses, replacement of lead wires, providing proper earthing etc., is carried out	Nos	3278	4683	7044	3030	18035

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
2021-22	79	2344	2364	59
2022-23 (Upto Sept-22)	59	821	821	59

In addition to the above as per the directions of GoK, MESCOM has taken action to shift all the DTC's installed in the premises of schools and as well as HT/LT lines passed with in the school premises to avoid the electrical accidents. The details of the number of shifting carried in MESCOM jurisdiction are as below;

Sl. No.	Name Of the Cicle	Number of School Premises where Distribution lines crossed/ passed identified	Number of School Premises from which Distribution lines have been shifted during 2021-2022	Number of School Premises from which Distribution lines have been shifted during 2022-2023 (upto Sept-2022)	Total Number of School Premises from which Distribution lines have been shifted	Balance Number of School Premises from which Distributi on lines to be shifted
1	Mangaluru	604	574	30	604	0
2	Udupi	199	120	54	174	25
3	Shivamogga	326	161	144	305	21
4	Chikkamagaluru	203	186	9	195	8
<b>Total</b>		<b>1332</b>	<b>1041</b>	<b>237</b>	<b>1278</b>	<b>54</b>

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