

APPENDIX

REVIEW OF COMPLIANCE OF COMMISSION'S DIRECTIVES

The Commission, in its Tariff Order dated 30th May 2019, 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 on a regular basis. The same are discussed below:

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

The Commission, in its Tariff Order dated 30th May, 2019 and the earlier Tariff Orders, had directed BESCOM to ensure that the Consumer Interaction Meetings chaired by the Superintending Engineers, are conducted in each of its O&M Sub-Divisions according to a pre-published schedule, at least once in every three months. Further, the consumers were to be invited to such meetings giving advance notice through emails, letters, publication of Notice on its website, local newspapers etc., to facilitate participation of maximum number of consumers in such meetings. **The BESCOM was required to ensure that the proceedings of such meetings are recorded and uploaded on its website, for the information of consumers.** Compliance in this regard was required to be reported once in three months to the Commission, indicating the dates of meetings, the number of consumers attending such meetings and the status of redressal of their complaints.

Considering the practical difficulty in the SEEs covering all the Sub-Division in a quarter to preside over the Consumer Interaction Meeting (CIMS), the Commission had decided that such meetings could also be presided over by the respective EEs of the O & M Divisions.

It was decided that, if BESCOM fails to ensure the conduct of the Consumer Interaction Meetings as directed, the Commission would consider imposing a penalty of up to Rupees 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 BESCOM that such penalty shall be recovered from the concerned Superintending Engineer who fails to conduct such meetings.

It was also directed that, in addition to the quarterly meetings to be chaired by the jurisdictional Superintending Engineer (EI) or the jurisdictional Executive Engineer (EI), the concerned Assistant Executive Engineer (EI) shall conduct the CIM on third Saturday of every month so as attend to the grievance of the consumers, as is being done in BESCOM as reported in the tariff filing.

Compliance by the BESCOM:

BESCOM is strictly adhering to directives of Hon'ble KERC regarding Consumer Interaction Meetings, which are conducted at each of its O&M Sub-Divisions every 3rd Saturday of the month without fail with all prior preparations. The concerned Superintending Engineers and Executive Engineers are chairing the Consumer Interaction Meetings along with Assistant Executive Engineer (EI) at the Sub-Divisions pertaining to their jurisdiction on rotation basis. The Consumer Interaction Meetings are being monitored by the General Manager (Customer Relations) Section, BESCOM Corporate Office. The BESCOM has taken measures to record the proceedings of such meetings and upload the same on its website for the information of consumers. Consumers are invited to such meetings by giving advance information about the meetings through emails, messages, Social media like twitter and Facebook, BESCOM's website, Regional and local newspapers etc., to facilitate participation of maximum number of consumers in such meetings.

BESCOM has dedicated one specific day for Customers DIRECT INTERACTION, that being 3rd Saturday of every month. Further, on a day to day basis, consumers are approaching the field officers for their grievances and resolving their complaints then and there itself. BESCOM has facilitated Customers with 1912, 24x7 Helpline to register their complaint and to get resolved the same at the earliest. Sub-Divisional officers are also resolving the complaints at local level itself. Further, complaints which are out of the purview of the concerned officers at Sub-Divisions, are being escalated to Executive Engineers and Superintending Engineer of the respective circle and are resolved within the specified time limit.

BESCOM informed that CIMs were conducted on different dates in all Sub-Divisions from 2012 to 2017. As the Consumers were finding it difficult to remember particular dates dedicated for that particular Sub-Division, the Management decided to Conduct CIMs on one particular day of a month in all Sub-Divisions at a time i.e., on 3rd Saturday of every month to facilitate consumers to remember the date and maximum participation in the CIMs. Even though the CIMs are being conducted on a single day in all Sub-Divisions, the Concerned Superintending Engineer (EI) and Executive Engineer (EI) are chairing the CIMs in their respective jurisdictions on rotation basis so that they cover all Sub-Divisions.

As directed, BESCOM is submitting the details of the CIM conducted along with the dates and full details. BESCOM shall ensure that such meetings are strictly chaired by either the jurisdictional Superintending Engineer (EI) or the jurisdictional Executive Engineer (EI), in each of the O&M Sub-Divisions on rotation basis, to redress the consumer grievances relating to supply of electricity. Also it should be ensured that advance information is sent to the customers by email / website and through SMS well in advance. Information on the schedule of the Consumer Interaction Meeting, date, time, venue etc., is being 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 more number of consumers take part in such meetings.

In its replies to preliminary observations, BESCOM has furnished that:

BESCOM is conducting Consumer Interaction Meetings chaired by the Assistant Executive Engineers, in each of its O&M Sub-Divisions every 3rd Saturday of the month without fail with all prior preparations. The CIMs are being conducted on a particular day in all Sub-Divisions in a month, the Concerned SEEs and EEs are chairing the CIMs in their respective jurisdictions on rotation basis so that they cover all Sub-Divisions.

Commission's Views:

The BESCOM has submitted the details of consumer interaction meetings conducted in its jurisdiction during 1st and 2nd quarter of FY20. The Commission had reiterated its directions to 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 notes the submission made by BESCOM that, such meetings are being conducted on a single day i.e., on 3rd Saturday of every month in its entire area covering all the Sub-Divisions. The Commission reiterates that, in every quarter, the jurisdictional Superintending Engineer (EI) or the Executive Engineer (EI) should chair the CIMs covering all the O&M Sub-Divisions in their respective areas. The Commission also appreciates the fact that, BESCOM, in addition to conducting the CIMs as per the directions, is conducting the CIMs in all the Sub-Divisions on 3rd Saturday of every month to address the grievances of the consumers, which are chaired by the jurisdictional Assistant Executive Engineer (EI).

Though, BESCOM has stated that the reports are being sent to the Commission, the reports are not being received in the Commission's office at the end of each quarter in the format prescribed.

Further, the Commission desires that, such meetings are strictly chaired by either the jurisdictional Superintending Engineer or the jurisdictional Executive Engineer and no other officer of the lower rank. The Commission also declares that, if the consumer interaction meetings are conducted in the Sub-Divisions without the participation of the Superintending Engineer or

the Executive Engineer, then it will be considered as non-compliance of the Commission's directives and the Commission would consider imposing a penalty of up to Rupees 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 concerned Superintending Engineer/Executive Engineer, as the case may be, who fails to conduct such meetings.

The Commission, therefore reiterates its directive to the BESCOM to conduct Consumer Interaction Meetings (CIM) chaired by either the jurisdictional Superintending Engineer or jurisdictional Executive Engineer once in a quarter, in each of the O&M Sub-Divisions, to redress the consumer grievances relating to supply of electricity. Advance notices 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 more number of consumers take part in such meetings.

The proceeding of such meetings shall be uploaded on the website of the BESCOM for reference of the needy consumers and a report in the prescribed format shall be sent to the Commission after the end of each quarter.

In addition to the quarterly meetings to be chaired by the jurisdictional Superintending Engineer (EI) (SEE) or the jurisdictional Executive Engineer (EI) (EE), the concerned Assistant Executive Engineer (EI) (AEE) shall conduct the CIM on third Saturday of every month so as attend to the grievance of the consumers, as is being done in BESCOM and as confirmed in the tariff filing.

A compliance report (Quarterly) shall be submitted to the Commission regularly in the format given in the previous Tariff Orders of the Commission.

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:

The Commission had noted that due to implementation of billing based on 15 minutes' time block, there is a fair increase in the revenue to the BESCOM from the HT consumers, who are drawing energy through open access and directed the BESCOM to continue the efforts effectively.

The Commission had directed the BESCOM to ensure 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. That, the BESCOM shall implement the directive forthwith and the compliance regarding the same shall be submitted monthly to the Commission, regularly. The Commission also directed the BESCOM to quantify the billing and report.

Compliance by the BESCOM:

The month-wise details of number of Open access consumers, open access units scheduled / consumed and illegally banked energy for FY19 and FY20 till September 2019 forfeiting an energy of 22.64 MU and 7.17 MU respectively has been submitted to the Commission.

Commission's Views:

The Commission notes that the BESCOM has complied with the directive by initiating preparation of energy bills on monthly basis considering the 15 minute's time block period in respect of EHT / HT consumers importing power through power exchange under Open Access. It is seen that the introduction of 15 minute's billing has resulted in significant quantum of energy saving of 22.64 MU during FY19 and 7.17 MU during FY20 till September 2019. The stand taken by the Commission in directing the BESCOM to prepare monthly EHT / HT consumer bills on 15 minute's time block period has prevented a revenue loss of Rs.24.78 Crores to BESCOM during FY19, and Rs.7.79 Crores during FY20 till September 2019, by consumers who took advantage of its laxity in

enforcing correct billing. The BESCOM 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.

BESCOM shall ensure that the scheme of 15 minutes' time block billing is enforced on all the relevant EHT / HT consumers from the month from which the necessary infrastructure was available. BESCOM shall also note that the directive in this regard was made part of the Tariff Order 2017, considering that the Commission's earlier directions in the matter was not being followed, **the Commission reiterates its directive that the BESCOM shall continue to prepare the energy bills on monthly basis considering the 15 minute's time block period in respect of all EHT / HT consumers importing power through power exchanges under open access and submit quarterly compliance thereon, regularly to the Commission.**

3) Directive on Energy Conservation:

The Commission had directed that, BESCOM has to service 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., are energy efficient.

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

Also, the Commission had directed the BESCOM to take up programmes to educate all the domestic, commercial and industrial consumers, through the media and by distributing pamphlets giving details on 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.

Compliance by the BESCOM:

BESCOM has implemented energy conservation by replacement of all existing incandescent bulbs, CFLs and fluorescent tube lights by LED bulbs and LED tube lights at three BESCOM owned offices namely C2 Sub-Division, C3 Sub-Division and Malleshwaram Division of BESCOM.

| Name of the office | Date of Implementation | Average monthly Energy Savings (Units) |
|-----------------------|------------------------|--|
| C2 S/D | Dec-2018 | 404 |
| C3 S/D | May-2019 | 125 |
| Malleshwaram Division | Dec-2018 | 340 |

- The progress of Hosa Belaku Scheme and Pavan Scheme as on 30.09.2019 is as follows:

| Particulars | Progress (Nos) |
|---|----------------|
| 9W LED bulbs (Dec-2015 to Sep-2019) | 1,07,58,736 |
| 20W LED tube light (Jan-2017 to Sep-2019) | 2,73,054 |
| BEE 5 star rated Ceiling Fan (Apr-2016 to Sep-2019) | 40,592 |

BESCOM has conducted following consumer awareness program:

1. Advertisements through magazines, newspapers, website, posters, pamphlets.
2. Consumer Interaction Meeting at Sub-Divisional offices.
3. Vigilance Awareness Week-2019 held on 05.02.2019.
4. Awareness through stalls, TV, Radio Jingles.
5. Engaged an NGO viz, M/s. TIDE to create awareness among consumers for optimal utilization of electricity through behavioral changes of the consumers by a programme called Vidhyuth Rakshak.
6. BESCOM had set up stall at 8th ELAsia-2019 (International Exhibition on Power, Electrical, Controls & Lighting) held from 21st to 24th June 2019.

BESCOM will continue to take up awareness program to educate the consumers and has submitted as follows:

1. Servicing of new streetlight / high mast installations including extensions made to the existing streetlight circuits with LED lamps / energy efficient lamps **does not come under the purview of BESCOM.**
2. As per the GoK circular dated 14.07.2016, BESCOM has issued circular vide dated 30.07.2016 to use only BEE 5 star rated Energy Efficient Appliances at all offices of BESCOM.
3. As per the GoK circular dated 27.09.2017, BESCOM has issued circular vide dated 26.03.2018 for mandatory use LED lamps at all offices of BESCOM.
4. Consumer would not have installed appliances like air conditioners, refrigerators etc., in their premises at the time of service of new installation. Hence, the directive to service all the new installations only after ensuring that the BEE***** (Bureau of Energy Efficiency five-star rating) rated Air Conditioners, Refrigerators, etc., are being installed in the consumers' premises may kindly be dropped.

Commission's Views:

While appreciating the efforts of BESCOM in selling energy efficient bulbs and fans in its jurisdiction, the Commission notes that the sales figures compared to the figures furnished during the previous Tariff Filing is not encouraging. BESCOM has stated that, it has issued Circulars towards implementation of installation of energy efficient equipment and lights in its offices only as per the Government Circulars.

BESCOM 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. Instead, in its Tariff Filing, BESCOM has informed that **"Servicing of new streetlight / high mast installations including extensions made to the existing streetlight circuits with LED lamps / energy efficient lamps does not come under the purview of BESCOM"**. This shows that the BESCOM has not implemented the directive in its letter and spirit, to take forward the initiative of conservation of energy.

The Commission has also noted that the BESCOM has 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.

On the whole, the Commission finds that the progress in implementation of this directive could have been much better. Therefore, the Commission directs BESCOM to focus on effective implementation of this directive by reviewing periodically the progress of implementation in the field and take necessary corrective steps.

Further, the Commission directs BESCOM to increase the frequency and number programme relating to consumer’s awareness / public, for use of LED bulbs, energy efficient electrical equipment etc., by making use of the fund reserved for customer relation / education program. While appreciating the implementation of replacement of high power consuming lights by LED bulbs and LED tube lights in three of its offices and as undertaken during the review meeting, the Commission directs BESCOM to extend such work to all its offices in a phased manner in order to save more energy and to be a model, by depicting energy savings and their benefits to the general consumers.

The BESCOM in its Tariff Filing has expressed difficulty that, to service all the new installations only after ensuring that the BEE ***** (Bureau of Energy Efficiency five-star rating) rated Air Conditioners, Fans, Refrigerators, etc., are being installed in the consumers’ premises saying that **“the Consumer would not have installed appliances like air conditioners, refrigerators etc., in their premises at the time of service of new installation”**.

Looking into the practical difficulty, by partially modifying the directive, the Commission reiterates 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 light points and the compliance thereon shall be submitted to the Commission once in a quarter

on a regular basis. Inspection by jurisdictional Executive Engineers / Superintending Engineers of new installations, selected on random basis shall be undertaken to cross check adherence to the directive by the field offices. Nevertheless, at the time of servicing new installations, the consumers should be advised to use energy efficient equipment in order to conserve energy which is beneficial to the consumers as well.

4) Directive on implementation of Standards of Performance (SoP):

The BESCOM 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 BESCOM is 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-I of the KERC (Licensees' Standards of Performance) Regulations, 2004 and Annexure-I of the KERC (Consumer Complaints Handling Procedure) Regulations, 2004, on the notice boards in all the offices of O & M Section and O & M Sub-Divisions, in its jurisdiction for the information of consumers as per the format given in the previous Tariff Order.

Compliance by the BESCOM:

The Standards of Performance specified in Schedule-I relates to Standards of Performance for which consumers are eligible for payment of an amount in the manner provided in the Schedule-I, in case BESCOM fails to achieve the Standards of Performance. The SoP parameters as stipulated in the (Licensees' Standards of Performance) Regulations, 2004 have been displayed in all the Sub-Divisions, Divisions and Circle offices for the information of consumers.

BESCOM has taken measures 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. As directed by the Hon'ble Commission, BESCOM is submitting 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.

BESCOM has taken stringent action in displaying the SoP parameters as stipulated in the (Licensees' Standards of Performance) Regulations, 2004 for information of the consumers in all Sub-Division Offices, Divisions and Circles in available place, which can be viewed by all the visitors to the Office.

BESCOM has initiated an action to conduct necessary orientation programme for all the field officers and the staff up to linemen circle office wise to educate public on the SoP and the consequences of non - adherence to the SoP.

BESCOM has published the "HAND BOOK" in Kannada on the SoP and arranging to distribute to all the staff and stake holders. In BESCOM, a Parallel system of recognizing the best performing Sub-Division / Section in terms of adherence to SoP (for the parameters such as attending to power supply issues and transformer replacement issue) and publicize such recognition so as to incentivize better performance from the officers / personnel concerned.

BESCOM has implemented the specified SoP while rendering services relating to supply of electricity as per the KERC (Licensee's Standards of Performance) Regulations, 2004.

Commission's Views:

In view of the fact that the State has become surplus in power availability, the supply of quality and reliable power to consumers should be the utmost priority of the Distribution Companies. Hence the Standards of Performance

(SoP) for Distribution Licensees specified by the Commission need to be implemented in all its letter and spirit.

It has come to the notice of the Commission that the consumers are generally not aware of the SoP prescribed by the Commission and as a result, the consumers are still facing difficulty in getting prompt services. As per the submissions made by BESCOM in its Tariff Filing, in spite of the directives issued, the Commission has noted with displeasure that, BESCOM has failed to conduct the awareness campaigns on SoP for consumers at Hobli level and not even conducted a single orientation program for its field staff.

Hence, the Commission while noting the BESCOM's compliance, reiterates that the BESCOM 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 BESCOM 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 BESCOM 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 BESCOM to take action to display the SoP in the format as per the Regulations, in its official website 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 its stand and directs BESCOM to conduct awareness campaign at the Hobli levels for educating the public about the Standards of Performance prescribed by the Commission. BESCOM 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.

Further, the Commission directs BESCOM to publish and keep circulating the "HAND BOOK" (Kaipidi in Kannada) on the SoP and arrange to distribute to all the staff and stake holders.

In the event of failure to implement this direction within 3 months of the issue of this order, the Commission would be constrained to initiate penal proceedings under Section 142 of the Electricity Act, 2003, against the BESCOM officials, for non-compliance of the Commission's Directives. At the same time BESCOM shall consider and continue bringing in a system of recognizing the best performing Sub-Division / section in terms of adherence to SoP and suitably publicize such recognition, so as to encourage better performance by the officers / personnel concerned.

The Commission reiterates that, the BESCOM shall continue to strictly implement the specified SoP while rendering services relating to supply of electricity as per the KERC (Licensees' Standards of Performance) Regulations, 2004. The compliance in this regard shall be submitted once in a quarter to the Commission regularly.

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

With a view to reducing the electrical accidents to the linemen working in the field, the Commission directs the BESCOM to ensure that all the linemen in its jurisdiction are provided with proper and adequate safety gear and also ensure that the linemen use such safety gear while working on the network. The BESCOM should sensitize the linemen about the need for adoption of safety aspects in their work through suitably designed training and awareness programmes. The BESCOM is also directed to device 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 BESCOM shall implement this directive within one month from the date of this order and submit compliance report to the Commission.

Compliance by the BESCOM:

All kind of Safety materials such as Tool kit with 7 sets of hand tools, Reflective Jackets, rain wear, LED hand torch, FRP Ladder, Safety eye wear & Poly propylene rope etc., have been issued to all Power men. Strict guidelines & instructions have been issued to all the Power men to use the safety gear in day to day routine works & officials to ascertain the use of safety gear by Power men working under them.

Contract Staff numbering 545 are supporting the Power Linemen. However basic safety gears such as safety shoes, Helmets are provided to contract staff also.

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 non-supply of appropriate safety gear / equipment to the staff at work place, amounts to a serious violation of human rights by BESCOM. Adequate quantity of all safety gears / equipment shall be procured periodically and sufficient inventory of these materials shall also be maintained. BESCOM should take action to empanel suppliers of safety gear / equipment, so that the procurement is made timely and quicker.**

The Commission while taking note of the BESCOM's compliance on the directive, stresses that the BESCOM 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. **It is noted that BESCOM has not furnished any details of training being organized on safety aspects to the linemen. The linemen and other field staff should be given appropriate training periodically on adherence to safety aspects / procedure, and such training modules should include case studies so that the training is current and more relevant to the practical problems in the field.**

The Commission reiterates its directive that the BESCOM shall 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 BESCOM:

The Commission directed the BESCOM 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 BESCOM 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 BESCOM:

BESCOM has stated that:

1. Providing timer switches to new streetlight installations including extension / modification carried out to the existing streetlight installations comes under the purview of BBMP / Municipal

administration and hence this Directive may kindly be dropped as it comes under the purview of BBMP/Municipal Administration.

2. Further, Director, Directorate of Municipal Administration vide dated 21.07.2018 have replied that as per Government order dated 15.03.2018, all the Smart Cities and Urban Local Bodies of Karnataka have been directed to replace the existing conventional lamps with LED lamps along with Centralized Control and Monitoring System (CCMS). Further, it is also stated that CCMS unit has real time control and monitoring system for smart street lighting including remote switch-off, dimming, smart metering, surge protection and theft detection mechanism which would reduce the energy consumption and savings in electricity bills and thus will serve the purpose of timer switches.
3. BESCOM has issued circular vide dated 15.09.2016 and 06.05.2017 to the field officers to insist installation of timer switches to new street light installations and also for any extension / modification carried out to the existing street light installations.
4. Servicing of new streetlight / high mast installations including extensions made to the existing streetlight circuits with LED lamps / energy efficient lamps does not come under the purview of BESCOM.

Commission's Views:

As per the data furnished by BESCOM during the previous years Tariff Filing, the balance number of street light installations to be provided with the timer switches is 42,979. As per the data furnished by BESCOM for the ESCOMs review meeting scheduled to be held in the month of November 2019, the balance number of street light installations to be provided with the timer switches is 43,152. This shows that the BESCOM 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.

Instead, the BESCOM is submitting that “Servicing of new streetlight / high mast installations including extensions made to the existing streetlight circuits with LED lamps / energy efficient lamps does not come under the purview of BESCOM”, is not acceptable. The Commission has taken a serious note on the statement made by BESCOM that servicing of the new installations doesn’t come under its purview. It is the bounden duty of the Distribution Licensee to service the new installations by following the directions of the Commission. 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 and disregard of the Commission’s Directives by BESCOM

Thus, the inaction and failure of the BESCOM has actually resulted in increase in the number street light installation requiring timer switches. Failure to remedy this situation would not only result in wastage of electricity, but also shorten life of the installations and unnecessary expenditure on their replacement. Hence,

BESCOM should seriously pursue this matter with the concerned local authorities to strictly ensure fixing of timer switches while servicing the new installations and also repair of faulty timer switches.

Further, the Commission has observed that the BESCOM has not initiated any action to install timer switches at its cost and recover the cost from the concerned local bodies later, as directed by the Commission. Also, BESCOM has not informed anything on the attempts made to take up the directive on Corporate Social Responsibility and availing the services of EESL etc.,

Therefore, the Commission with a **partial modification to the directive, reiterates that the BESCOM shall ensure that, the new streetlight installations and any extension / modification to be carried out to the existing streetlight**

installations shall be serviced only with timer switches. The compliance in this regard shall be submitted once in a quarter, regularly, to the Commission.

7) Directive on load shedding:

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

1. 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.
2. The ESCOMs shall on a daily basis estimate the hourly requirement of power for each sub-station in their jurisdiction based on the seasonal conditions and other factors affecting demand.
3. 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.
4. The likelihood of interruption in power supply with time and duration of such interruptions may be intimated to consumers through SMS and other means.
5. 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.
6. Load shedding should be carried out in different sub-stations / feeders to avoid frequent load shedding affecting the same sub-stations / feeders.
7. The ESCOMs 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.
8. The ESCOMs shall submit to the KERC 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.
9. The ESCOMs 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.
 10. The ESCOMs 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 ESCOMs 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 BESCOM:

It is submitted that:

BESCOM is using "URJA MITRA", the mobile based & web-based application developed and deployed by the RECTPCL under the initiative of Ministry of Power, to disseminate outage information to all consumers through SMS. Information of all the unscheduled and scheduled power outages are being broadcasted through URJA Mitra Application by the staff of BESCOM Helpline / field officers.

Power outage complaints registered at "URJA Mitra" are also being attended by the staff of BESCOM Helpline / field officers. Currently 41 lakhs Consumers data is uploaded in URJA Mitra portal. Uploading of remaining Consumer data to "URJA Mitra" portal is also under progress. M/s RECTPCL has been developing API for integration of existing and incremental consumer data of DISCOMs. BESCOM have given consent for integration of that API. The API yet to be shared by M/s RECTPCL. As soon as API is shared by M/s RECTPCL action will be taken to integrate the API with consumer database of BESCOM and will upload the complete consumer data on to URJA Mitra portal.

BESCOM has implemented following projects to minimize the power supply interruptions & ensures 24X7 power supply:

A) INTEGRATED POWER DEVELOPMENT SCHEME (IPDS)

Government of India, Ministry of Power has sanctioned the IPDS Scheme for strengthening of Distribution Network in Urban areas in order to supply good quality Power to the consumers of Urban area.

Objectives of the scheme:

1. Providing reliable and quality power supply in an efficient manner in urban areas.
2. Efficient management of Distribution sector with adequate metering arrangements in urban areas.
3. AT & C loss reduction as per trajectory finalized by MoP.

Scope of works

- Strengthening of distribution networks in the urban areas.
 - Metering of feeders, DTC & all category consumers in the urban areas.
 - Providing solar roof top photovoltaic installations on the Government buildings for solar power generation.
- B) Conversion of 11kV OH line into UG cable system, running of new feeder for bifurcation of load & Conversion of LT OH line into UG / AB cable system and laying of Optic Fiber cable (OFC) along with UG cable in 52 sub Divisions in the jurisdiction of BMAZ area.

PROJECT BENEFITS

- Better quality and reliability of power supply to the consumers.
- Reduction in T&D and AT&C losses & improved load management.

- The failure rate of distribution transformers due to HT / LT OH line short circuit and
- UG Cable within the same restoration cost.

C) Implementation of NJY & DDUGJY scheme in Rural Areas.

Projection of Demand of BESCOM requirement for succeeding month is being prepared and submitted on approval every month regularly.

Presently availability is declared on daily basis only by SLDC. Hence shortage between demand and availability for the succeeding month cannot be prepared.

Compliance for Distribution Transformer failure:

1. In BESCOM, 1,25,601 Nos of Transformers of various capacities ranging from 10 kVA / 15 kVA to 990 kVA / 1000 kVA were existing during FY 2008-09. Subsequently consequent to implementation of various schemes such as UNIP, HVDS, NJY and other Government programmed schemes number of Additional Transformers were provided in the Distribution system, as such the total No. of transformers existing as on 2019-20 (Up to Oct-19) has increased to 3,67,988 Nos.
2. The Transformers failure is due to Overloading, un-authorized connections, aging of Transformers, manufacturing defects, improper maintenance. On an average, about 20,000 transformers fail in a year and average cost of their repairs is about Rs.37.00 crores. Nearly 93% of transformer failure occurs in rural areas.
3. To reduce the Transformer failures BESCOM has taken several steps which are as follows:
 - HVDS scheme is implemented to reduce Distribution Transformers failure due to over loading of lengthy LT line Service Connection, to reduce the HT to LT ratio and LT less service connection to IP Sets by providing 25 kVA DTCs. Each 25 kVA transformer is

- connected with 2 to 3 IP Sets thereby avoiding over loading and reduction in LT Distribution line.
- Reducing lengthy spans by providing intermediate poles, replacement of old deteriorated conductors by new, under both HT& LT re-conductoring. One-time maintenance work has been taken up to reduce the Transformer failure and interruptions in 6 Divisions of BMAZ area. Transformers are taken care by executing the DTC refurbishment works like replacement of oil, topping up of oil, providing groundings, replacement of deteriorated equipment's like GOS, HG Fuse Units, LA's, Distribution Boxes, Feeder pillar Boxes, LT wiring Kits etc.,
 - Detailed Work Award has been issued for Conversion of Overhead lines to Underground cables in BMAZ South / North.
 - BESCOM has taken care for regularization of Un authorized IP Sets loads by providing 25 kVA additional Distribution transformers. The accounting of energy consumption is taken up from the meter reading of 11 kV feeders and predominant IP Set DTC's meter readings and further the energy audit is done.
4. Buffer stocks of repaired good transformers are kept in the 21 Nos of Divisional Stores and 46 Nos of Transformers Banks. Further as at the end of Oct-19 there are 2,320 Nos & 997 Nos of New & repaired good Transformers are available at Stores & bank respectively. Failed transformers are replaced as per the K.E.R.C norms by using the transformers available at Divisional stores and the bank
5. BESCOM has established 40 Nos of Transformer repair centers at taluks level for repairs and reconditioning of failed Distribution Transformers of various capacities from 15 kVA / 16 kVA to 990 kVA / 1000 kVA of both Conventional and Star Rated Transformers and conversion of CSP to Conventional bolt & nut type and NIT issued for 9 Nos of Transformer repair centers.
6. The transformers which fail in field are repaired by repaired center through concerned Divisional stores only.

7. BESCOM has taken action for purchase of Transformers from reputed GoK approved companies like KAVIKA, Andrew Yule, KEL. There is almost less failure of new Transformers, if failed within guarantee period it will be repaired by the firms at their cost.

Commission's Views:

The Commission notes that, BESCOM 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. BESCOM has to take further steps to update the database covering the entire consumers of the Company to make the App effective.

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

Further, the Commission notes with concern that, the number as well as the duration of interruptions are increasing, causing inconvenience to the consumers. **The Commission notes that, even though the power availability has improved resulting in surplus power situation, the distribution network reliability has not improved correspondingly, causing frequent disruptions in power supply, which causes hardship to the consumers and also causes revenue loss to BESCOM. The Commission directs BESCOM to take remedial measures to minimize power supply interruptions and ensure 24 x 7 power supply. BESCOM shall submit the action plan in this regard to the Commission within 3 months of this order.**

Further, the Commission considers that one of the main reasons for power disruption is the failure of the Distribution Transformers. As per the SoP (Indicative Maximum time limit for rendering service) set by the Commission, the BESCOM is required to restore power supply affected due to DTC 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 BESCOM 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 also have contributed to the increase in number of failures of Distribution Transformers.

Hence, the Commission directs BESCOM to conduct orientation programmes / 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. BESCOM is also directed to take action for effective monitoring and supervision by periodical maintenance and repairs of transformers and fix personal responsibility on the erring staff / officer in case of poor maintenance and poor quality of repairs.

Further, the Commission observes that despite directions to do so, the BESCOM is not 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. The BESCOM is directed to submit the same 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 the BESCOM 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 Centre for Redressal of Consumer Complaints:**

The BESCOM is directed to put in place a 24x7 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 BESCOM 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 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 whether the complaint has been resolved. The complaints 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 BESCOM 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 directed the BESCOM to establish / strengthen 24x7 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 BESCOM:

To facilitate consumers and better redressal of consumer Grievances, BESCOM has established a well-integrated 24x7 Customer Helpline through the latest technology & software developments along with in-built automatic call transfer system.

Telephone No. 1912 is the BESCOM helpline number. BESCOM Helpline is enhanced from 45-seater to 60-seater, i.e., additional 15 seats have been added from 06.06.2019 to facilitate speedy redressal of consumer complaints.

A 60-seater Call Centre is servicing through 60 concurrent lines 24X7 with Multi-Channel Complaint Registration Facility (Phone, SMS, Online, e-mail, Facebook, WhatsApp, BESCOM Mitra App & Twitter). Apart from other Complaints, Power Supply and Electrical Safety related complaints are more and they will be resolved at the earliest. Whenever any consumer registers complaint, they will be provided with the Docket Number, using which they can track their complaint status through Helpline or BESCOM Website. In addition to Helpline Number 1912, another 12 Mobile Numbers are provided to Bangalore Metropolitan Area Zonal (BMAZ) consumers register the complaints:

| East Circle | West Circle | North Circle | South Circle |
|-------------|-------------|--------------|--------------|
| 94808 16108 | 94808 16111 | 94808 16114 | 94808 16117 |
| 94808 16109 | 94808 16112 | 94808 16115 | 94808 16118 |
| 94808 16110 | 94808 16113 | 94808 16116 | 94808 16119 |

Different modes of Customer Complaint registrations available for Customers:

- Well established (24x7) 60-Seater Helpline – 1912
- Online Registration of Complaint through IPGRS App (Integrated Public Grievances Redressal System)
- SMS Facility 58888
- WhatsApp – 9449844640
- WhatsApp for Safety Issues – 9483191212 / 9483191222
- Facebook – BESCOM

- g. Twitter - @ NammaBescom
- h. helplinebescom@gmail.com / helpline@bescom.co.in
- i. BESCOM Mitra Mobile App
- j. Registration of online Complaints-www.bescom.ipgrs.org
- k. Customer Interaction Meetings are being conducted at all Sub-Division on third Saturday of every month from 3.00 pm to 5.30 pm.
- l. Urja Mitra: Registered Consumers can lodge complaints through Urja Mitra Portal also. BESCOM will monitor those portal complaints to attend. Consumers also get notification on power outages in their jurisdictional area through SMS / e-mail.

BESCOM has established necessary infrastructure for effective redressal of consumer complaints. The number of complaints is increasing year on year and the executives working in the Centralized Customer Care Centre(CCC) are deployed through outsourcing Agency and are working round the clock.

As noted from public hearings regarding the rude behavior of some of the executives working in the Centralized Customer Care Centre, BESCOM has instructed to take corrective action and considering evaluating such untoward incidents, if any, effectively through the available call recording system. The agency not only exercises great care in recruiting its executives but also ensures Executives undergo rigorous training, before they are deployed on the job in the Centralized Customer Care Centre. As service providers, they have rendered an exceptional quality customer service. The executives have often received appreciations from the consumers for demonstrating patience in the manner which they handled the e consumers' queries. Besides they have a customized dedicated training program to ensure executives are proficient and well equipped with the process-knowledge and are constantly updated with relevant skill sets, periodically on a weekly and monthly basis. The executives are to be a part of wellness courses like Yoga, Meditation and external training that will encourage them to perform better.

As directed, BESCOM has once again instructed the agency to impart suitable training on public relations and behavioral attitude, interpersonal

relations to the executives. BESCOM shall take up an action in bringing up a system of recognizing the best performing customer care executive every month / quarterly and publicize such recognition so as to incentivize better performance from them.

At present, BESCOM has allotted an Assistant General Manager to supervise and review all the activities of the Centralized Customer Care Centre, and shall take disciplinary action against erring officials / executives.

As directed, BESCOM shall continue its efforts in further improving the delivery of consumer services. BESCOM is analyzing the complaints registered and taking immediate action to minimize the number of complaints by taking preventive / corrective action. BESCOM shall take action in continuously sensitizing the field-staff about prompt and effective handling consumer complaints.

BESCOM is publishing the complaint handling procedures / contact number of the Centralized Consumer Care Centre in the local media, hosting it on website and also through other modes such as in Facebook and twitter, radio, TV, Hoardings etc., for the information of public and all the complaints of consumers are registered only through the Centralized Consumer Care Centre.

The Commission has also directed to reduce the downtime to address complaints. In this regard, BESCOM'S 24X7 consumer service center is monitoring 24X7 to attend and reduce the average downtime by repeatedly following up action with Sub-Divisional and field officers till the restoration of power supply, in accordance with the parameters as stipulated in the (Licensees' Standards of Performance) Regulations, 2004. An additional night shift team has been deployed for follow up of the complaints registered at Central complaints center, for speedy restoration and thus reducing downtime

Commission's Views:

The Commission notes that the BESCOM has established the necessary infrastructure for effective redressal of consumer complaints. While noting

the efforts made by BESCOM, it is observed that the number of complaints are increasing year on year.

The Commission also appreciates the action taken by BESCOM in imparting necessary training on behavioral attitude to the executives working in the Centralized Customer Care Centre, round the clock who are deployed through outsourcing Agency in response to the several complaints made during the public hearings on the negative (rude) behavior of such executives working in the CCC.

However, BESCOM shall instruct the agency employing and deploying the executives to continue imparting suitable training on public relations and behavioral attitude, interpersonal relations etc., BESCOM 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 BESCOM 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.

The Commission directs BESCOM to continue its efforts in further improving the delivery of consumer services especially in reducing time required for resolving consumer complaints relating to breakdowns of lines / equipment, failure of transformers etc.

The BESCOM is also directed to analyze the nature of complaints registered and take action to minimize the number of complaints by taking preventive / corrective action. It is also imperative that necessary steps are taken to continuously sensitize field-staff about prompt and effective handling consumer complaints apart from improving their general efficiency.

The Commission reiterates its directive to the BESCOM 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 BESCOM 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 BESCOM to conduct energy audit and chalk out an action plan to limit 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 all the ESCOMs to complete installation of meters at the DTCs by 31st December, 2010. In this regard the ESCOMs were required to furnish to the Commission the following information on a monthly basis:

1. Number of DTCs existing in the Company.
2. Number of DTCs already metered.
3. Number of DTCs yet to be metered.
4. Time bound monthly programme for completion of the work.

Compliance by the BESCOM:

BESCOM is carrying out the energy audit of BMAZ, 24 towns, BRAZ and CTAZ and based on the energy audit results, necessary action is initiated to reduce the distribution losses. The loss levels are monitored on a monthly basis. Also tagging of Consumer installations is under progress. There are variations in loss levels and some feeders show negative loss due to frequent change over in case of faults and in case of any constraints from transmission end.

BESCOM has submitted a Comparative statement of losses recorded in towns and cities for Mar-18 has been submitted in the previous compliance of this office.

For carrying out energy audit of metered DTCs, BESCOM has taken all measures to resolve the issues and the same is under progress. Quarterly reports of ranges of loss levels are furnished to KERC regularly.

As on September 2019, the total Number of DTCs existing in BESCOM area is 3,66,412 Nos out of which 98,063 Nos are metered and for around 1,72,961 Nos of DTCs doesn't require metering (DTCs feeding on exclusive IP sets & DTC feeding single installations), and balance DTCs to be metered are 95,388 Nos.

In Non-RAPDRP area 45,000 DTCs are metered and DTC-wise energy audit is being carried out on these DTCs. Due to improper tagging most of the DTCs are having abnormal losses. Instructions are issued to take action to set right the same. BESCOM has furnished the six months' comparison of the range of loss for the DTCs in its Tariff Filing.

And as per the instructions, Action is being taken for conducting the workshops by all CE's / SE's for educating the officers of all cadre on the importance of conducting the energy audit and few have submitted the proceedings of the workshops / meetings.

In RAPDRP system, DTC EA reports are made available in the below path:
-MDM-EA reports>Energy Audit>AT&C-DTC-wise>DTC EA Report. Further, out of 50,650 Nos of modems fixed to DTCs of R-APDRP towns, as on date, 28,000 Nos of modems are communicating meter data to MDA server. Remaining installations are not communicating due to issues such as poor maintenance of Metering Boxes, Meters, Meter / Modem burnout as result of surge voltage, CT wiring issue, Non energized DTCs, Modem / SIM theft, Non-compatible meters, Network issues etc.,

Out of the 28,000 communicating installations, meter data for 8,300+ DTCs is flowing to MDM and are reflecting in DTC-wise Energy Audit report. Data related to remaining communicating DTCs are not flowing to MDM due to mismatch / non-availability of Master data such as Asset ID to DTC Meter Serial number mapping, Line CT ratio, Station / Feeder information. These details were repeatedly requested from field staff by arranging meetings,

mail / call requests and follow ups. Till date, only for 23,900 DTCs, Master data is provided from SDO, out of which data related to 8,000 DTCs are communicating.

All the 25 Nos R-APDRP towns tagging of consumer in GIS are completed as per CCB details, apart from this retagging of consumers in GIS is being updated as per field requirement especially for Bangalore as per DAS requirement. For the 1528 feeders existing in RAPDRP, due to inconsistent data received from SCADA KPTCL, Manual data is collected from SDO's and fed to MIS for EA reports.

Commission's Views:

It is observed by the Commission that, the BESCOM has not submitted the monthly energy audit reports of cities / towns with detailed analysis regularly, to the Commission. The BESCOM 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 the billing and collection efficiency so as to achieve the targeted AT & C loss of less than 15 per cent in all towns. The BESCOM is directed to conduct such energy audit and submit compliance thereon every quarter, regularly to the Commission.

BESCOM has failed to furnish the energy audit reports for all the DTC's metered and in spite of the provisions with Automatic Metering Infrastructure (AMI) in RAPDRP towns, stating the problems with communication, incomplete tagging of consumer installations with the respective feeders / DTCs and also unresolved software integration issues and other issues. Similarly, BESCOM has not furnished the information on the energy audit of all the 11 kV lines operating in its jurisdiction.

It is observed that, BESCOM is mechanically repeating its claim of resolving the issues relating on tagging of consumer installations and software from the last several years. It is evident that the BESCOM is not serious about conducting energy audit of 11 kV lines and DTC level energy audit and run its business on commercial principles. BESCOM has not acted promptly in resolving early, the issues relating to tagging / software integration and in

adopting accounting / auditing of energy as its core function, in spite of spending huge money on RAPDRP project, the TRM and many other software. The stakeholders have also questioned during public hearing, the rationale of incurring huge expenditure on DTC metering without any benefit to the system or consumers. **The action taken by the BESCOM in the matter, so far, is not satisfactory and the Commission views with displeasure this delay in completing the tagging of consumer installations and taking up energy audit of all the feeders and metered DTCs.**

The BESCOM 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 BESCOM to conduct 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 and motivating them to take action to reduce the losses in their areas, address issues relating to consumer tagging, recognize the importance of energy metering and maintaining the meters in good condition, strictly servicing all the installations by providing appropriate energy meters, providing and maintaining energy meters to the DTC's, Metering of Street light installations, Replacement of electromechanical meters etc.,

An action plan on conducting such workshops shall be submitted by BESCOM within 90 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 level every month. Copy of the proceedings of such meetings shall be sent to the Commission for information and further review.

The reasons submitted by BESCOM for not conducting the energy audit in respect of 11 kV lines, DTC's and LT lines are not justifiable. The Commission

directs BESCOM to submit the consolidated energy audit report for the FY20 before 31st May 2020, 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 BESCOM:

BESCOM has taken up 414 Nos of feeders under NJY Phase-3 scheme and the progress of works at the end of Oct-2019 is as follows.

- | | | |
|---------------------------|---|---------|
| a) Feeder works Completed | - | 414 Nos |
| b) Feeder Commissioned | - | 414 Nos |

Also BESCOM has awarded the work of monitoring, concurrent evaluation and Post work evaluation of NJY PH-3 scheme to Third party agencies of M/s Nikethan Consultant, Bangalore in BRC, Ramanagara, Davangere and Kolar circle and M/s N-Arc Consulting, New-Delhi in Tumkur & Tiptur Division and in Madhugiri Division respectively and the activity of the work from the TPIA agencies is under progress. The agencies have taken up the pre and post analysis of NJY feeders and the detailed reports are submitted in due course of time. The Field officers have been directed to take action for prevention of illegal tapping of NJY feeders by farmers. Wide publicity has been given via media highlighting the punishment laid down under law for power theft or illegal hooking. Further field staff has reported that regular vigilance raids are conducted against misuse of power from NJY feeders for agricultural purposes. Many instant cases were booked by the Vigilance, BESCOM for illegal hooking of NJY feeders by farmers for misuse of power supply in the BESCOM jurisdiction.

As per the Government Order vide order No EN 261 VSC 2018 Bangalore Dated 06-12-2018, if the Distribution losses of commissioned NJY feeders are not reduced to 10-15% then action may be taken on the concerned officers to deduct 10% in their salary and the circular is also enclosed for kind perusal. Further, directions given to streamline the energy audit of NJY feeders as per BESCOM norms and ensure that distribution losses of NJY feeder is below 15%.

Commission's Views:

The Commission notes that the BESCOM has commissioned all the feeders taken up under NJY scheme phase 1, 2 & 3. However, there has been an inordinate delay in completion of the NJY works which has resulted in non-realization of envisaged benefits to the organization, as per the DPR.

Therefore, the BESCOM is directed to carry out the feeder-wise analysis to ensure that the objectives set out in the DPR are accomplished. Further, the BESCOM 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 BESCOM 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.

The Commission has observed an increase in IP set consumption in FY19. The BESCOM should strictly monitor the implementation of the regulated power supply scheme to IP set feeders and take necessary corrective action, if the same is faulty. Since the Commission has observed that, BESCOM has segregated substantial number of feeders under different phases of NJY, the Commission directs the BESCOM 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. Any data furnished based on other assumption will not be considered by the Commission for computation of IP set consumption.

The Commission reiterates its directive to the BESCOM to continue to furnish feeder-wise IP set consumption based on energy meter data in respect of agriculture feeders segregated under NJY, to the Commission every month.

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 BESCOM 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 BESCOM:

1. BESCOM has commissioned all 310 Solar IP sets under Surya Raitha pilot project as on 31.05.2018 in Kanakapura. Since, it is a pilot project and the cooperation of the farmers plays an important role, the project was delayed and is also due to change of implementing agency.
2. Further, Government of India have issued notification for implementation of Solarisation of grid connected agricultural pumps under KUSUM scheme vide notification dated 22.07.2019.
3. BESCOM is planning to roll out the project for 9,04,463 IP sets which falls under unmetered category. The proposal will be sent to GoK for approval and also to MNRE for allocation of solar IP sets under KUSUM scheme.

Commission's Views:

In the matter of taking DSM measures, Commission directs BESCOM to comply with the DSM Regulations notified by the Commission. It should be ensured that while introducing DSM, no huge capex is invested thus burdening consumers with increased tariff. Any DSM measure should ensure that the energy saved compensates the cost of investment made on such DSM measures, otherwise the very purpose of DSM will not be served.

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

The Commission had directed the ESCOMs to prepare a detailed and 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 BESCOM:

DDUGJY Scheme

The work awards for electrification of un-electrified BPL households under DDUGJY scheme have been issued in 8 districts of BESCOM to qualified agencies in March-2017 (For 06 districts) and May-2017 (For 02 districts). The Letter of Intent is issued on Jan-2017 (For 06 districts) and March-2017 (For 02 districts).

As per REC conditions, the target time for completion of the project in all aspects was 24 months from the date of issue of letter of Intent (LOI) to the Agencies i.e., JAN-2019 (for 06 Districts) and March-2019 (for 02 Districts). M/s REC, New Delhi has accorded approval for time extension up to September-2019 for completion of works under DDUGJY without any financial implication in release of grants.

BESCOM has furnished the status of the work as at the end of SEPTEMBER-2019 in its Tariff Filing.

Under DDUGJY progress of physical work achieved is 1,04,495 Nos, as against 1,04,495 Nos (survey quantity) as at the end of September 2019. However, in respect of non-BPL household's electrification work will be taken up and completed immediately as and when the applicants file their applications duly following the KERC norms in arranging power supply.

SAUBHAGYA Scheme

16,481 Nos of un-electrified households were proposed under SAUBHAGYA scheme on NOV-2017 taking the census 2011 as base data wherein 1,36,140 Nos (Excluding 97,752 Nos electrified under RGGVY XII plan scheme) of un-electrified households are in the BESCOM jurisdiction. By taking this as base data 1,19,659 un-electrified households were proposed under DDUGJY scheme and balance 16,481 Nos were proposed under SAUBHAGYA scheme.

During the survey conducted under DDUGJY scheme, revised surveyed un-electrified household number is 99,176 as against proposed 1,19,659 nos. Hence the remaining 16,481 Nos un-electrified households, proposed under SAUBHAGYA scheme, will be covered under DDUGJY scheme itself. Hence SAUBHAGYA scheme is not taken up in the jurisdiction of BESCOM.

Commission's Views:

The Commission takes note of the progress of work achieved by BESCOM. It is observed that, REC, New Delhi has accorded approval for time extension up to September-2019 for completion of works under DDUGJY without any financial implication in release of grants. Since, the time extended by REC is over, the Commission is constrained not to pass on any financial implication due to the delay in completing the above work within the stipulated time, to the end consumers through tariff.

Further, the Commission observes that, BESCOM, in its previous Tariff Filing had informed that, the 16,418 number of balance un-electrified households identified in the Soubhagya scheme will be covered under DDUGJY scheme itself, as there is scope in the scheme. BESCOM has repeated the same in this year's Tariff Filing as well without giving any clarity. Hence, the Commission directs BESCOM to furnish the data giving clarity on the remaining number of households identified for electrification under Soubhagya scheme and are covered under DDUGJY scheme.

The BESCOM needs to hasten up the progress of remaining work of electrification of un-electrified households identified under Soubhagya scheme, within the timeline stipulated in the scheme. The BESCOM is therefore, directed to expedite the task of providing electricity to all the un-electrified households within the targeted period and report compliance to the Commission giving the details of the progress.

The Commission, has already indicated in the earlier Tariff Orders, that it would be constrained to initiate penalty proceedings under Section 142 of the Electricity Act, 2003, against BESCOM in the event of non-compliance in the matter.

13) Directive on Implementation of Financial Management Framework:

The Commission, in its previous Order had observed that, the present organizational set up of the ESCOMs at the field level appears to be mainly oriented towards maintenance of power supply without a corresponding emphasis on realization of revenue. 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 ESCOMs to effectively account the input energy and its sale in different Sub-Divisions of the ESCOM, in line with the revenue realization rate fixed by the Commission, urgently calls for a change of approach by the ESCOMs, 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 BESCOM 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 BESCOM:

BESCOM has submitted that it has instructed field officers to chalk out a robust action plan to recover the long-standing accumulated arrears, BESCOM has already fixed monthly Collection Target to recover the long-

standing accumulated arrears. The collection Target includes Current Demand, 10% of Clear Recoverable Arrears (CRA) and 5% of Long dis Installation Arrears. And instructions are also issued to the effect that all the zonal CE's / CA's and Circle SE's / DCA's shall ensure recovery of all such arrears in their respective jurisdiction, failing which disciplinary action will be initiated against the erring SO's / SDO's / DO's besides recovering the arrears from them as per clause 19.23 & 19.24 of KPTCL Accounts Manual Volume-I.

BESCOM in its Tariff Filing has furnished –

- Zone wise achievement of T&D losses for Quarter – 1 of FY20,
- Zone wise achievement of T&D losses for Quarter – 2 of FY20,
- Zone wise achievement of ARR for Quarter – 1 of FY20,
- Zone wise achievement of ARR for Quarter – 2 of FY20,
- Targeted revenue to be collected and achievement under all tariff Demand V/s Collection for Quarter-1 of FY20,
- Targeted revenue to be collected and achievement under all tariff Demand V/s Collection for Quarter-2 of FY20,
- Target revenue arrears to be collected - the details of Demand, Collection and Balance of Urban Local Bodies (ULB's) for the Financial Year 2018-2019 and 2019-2020 (as on September-2019), for FY 2019-2020 (as on 30th September-2019),
- The total Grants released by the UDD during the Financial Year 2018-2019 in respect of Urban Local Bodies is Rs.372.62 Crores, out of which BESCOM has collected Rs.360.15 Crores, which is 96.65% collection when compared to Demand.

Further during the Financial Year 2019-2020, the total Grants released in respect of Urban Local bodies by the Urban Development Department is Rs.227.06 Crores (as on September-2019), out of which BESCOM has collected Rs.229.48 Crores (as on September -2019), which is more than 100% of the total Demand of 1st & 2nd quarter of the Financial Year-2019-20.

The field officers of BESCOM have been instructed to achieve 100% collection in respect of Urban Local Bodies (Water Supply and Street Light) Installations. In respect of Rural Local Bodies, the Grants released by the

RDPR Department during the Financial Year 2018-2019 is Rs.144.40 Crores, out of which BESCOM has collected Rs.231.91 Crores. (Collection includes 13th & 14th Finance Commission's Grant During the Financial Year 2019-2020 (as on September-2019), the Grants released by the RDPR Department in respect of RLB's is Rs.44.26 Crores, out of which BESCOM has collected Rs.39.71 Crores (as on September-2019).

Further the field officers have been instructed to achieve 100% collection in respect of RLB's (Water Supply and Street Light) Installations, in co-ordination with the PDO (Panchayat Development Officer) of concerned Gram Panchayat and EO (Executive Officer) of the concerned Taluk Panchayat.

It can be observed that the total demand during the Financial Year 2018-2019 of BESCOM in respect of RLB water supply and street light installations is Rs.708.38 crores. But the Rural Development and Panchayath Raj Department has released Rs.144.20 crores only, as against the total RLB Demand of Rs.708.38 Crores which is only 20% of the total demand. For the Financial Year 2019-2020 the total RLB demand (up to September-2019) is Rs.380.17 crores and the Grants released by the RDPR Department up to September-2019 is Rs.44.26 crores only which is only 11.64% of the total demand.

However, BESCOM is continuously pursuing with the Rural Department and Panchayath Raj Department to release the Grants to the extent of full amount of demand to BESCOM as the grants released by the RDPR Department from time to time is very meagre, compared to the total demand.

Commission's Views:

The Commission notes that the submissions of BESCOM on implementation of the financial framework model designed by it, so that the performance of the Divisions / Sub-Division is linked to the quantum of energy received, sold and cost thereon are captured so that they conduct business purely on commercial principles. However, the BESCOM is not submitting the

compliance in respect of implementation of Financial Management Framework, on quarterly basis, to the Commission, as directed.

The consumers and stakeholders have raised serious concerns in the public hearing held by the Commission about the accumulation of revenue arrears and failure to recover the long-standing arrears which is causing adverse impact on the BESCOM's Cash flows. The Commission directs BESCOM to chalk out a robust action plan to recover the long-standing accumulated arrears from all category of consumers including local bodies, statutory authorities etc.

The Commission directs the BESCOM 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 Management Framework Model developed by it. Further, the BESCOM 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 with low performance 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., tagging of consumers properly etc.,

Based on the analysis, the BESCOM needs to take corrective measures to ensure 100 per cent meter reading, billing, and collection, through

identification of sub-normal consumption, replacement of non-recording meters etc.

The Commission reiterates its directive that the BESCOM shall continue to implement the Financial Management Framework Model and regularly report compliance thereon on a quarterly basis to the Commission. BESCOM 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.

14) Directive on Prevention of Electrical Accidents:

On a review of the electrical accidents that have taken place in the State during the year 2018-19, 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, live wires hanging around the electric poles / transformers, violation / neglect of safety measures, lack of supervision, inadequate / lack of maintenance, etc., posing great danger to human lives.

Considering the above facts, the Commission had directed the BESCOM 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 BESCOM to the Commission.

Compliance by the BESCOM:

Action taken for prevention of electrical accidents:

1. To create safety awareness while working, Short film on the Safety awareness programme for Power men with a theme **"My Safety My Responsibility"** was prepared and sent through what's app to all Officers / Power men.
2. Also, Short film on the Safety awareness programme for Power men with duration of 20 mins to display at HRD center for the trainees.
3. Telecasting 60 seconds short film on safety awareness commercial over 4 Kannada T V channels Viz. TV 9, Suvarna news 24X7, Public TV, News 18 for a period of one week – 4 spots per day duration 60 secs each.

4. Further telecasting of adds continued for a period of 7 days in 11 Kannada channels (News + Entertainment) – 2 spots per day 60 secs and 30 sec each in duration, due to upcoming Monsoons.
5. Coordination meeting chaired by MD, BESCOM with BBMP officers held on 09.05.2019 at BESCOM corporate office, it was requested to BBMP officials to give strict instructions to all the officials and contractors regarding electrical accidents which occur due to poor maintenance of street light wires / cables and street light control boxes and also to take necessary action for replacement of the same.
6. Circular issued to all O & M Officials from MD, BESCOM regarding measures to be taken for prevention of electrical accidents vide circular No 20 dated 06.05.2019, also to present the action taken report in monthly review meeting.
7. Instructions issued to all Zonal and Circle offices to circulate safety awareness pamphlets to all the consumers along with monthly bill.
8. Notice format issued and instructed to serve it to the consumers wherever the clearance of the building is not under permissible limits.
9. Proposal for telecasting safety awareness messages - audio jingles in KSRTC Bus stands in District / Taluka headquarters is under progress.
10. Instructions are issued to all higher Officials to conduct the surprise checks of works to check whether the safety materials are used, safety zone is created etc., as per check list provided and deduct one day Casual Leave if any of the staff is not using safety equipment. If these malpractices repeat three times, disciplinary action initiated against them.
11. To sensitize the children directly, essay writing competition, painting and Elocution competitions were conducted at Govt. schools / PU colleges in coordination with Education Dept. in the month of Sept-19. Cash reward with certificates distributed to the winners.
12. Presentation of Street Plays to create awareness among public regarding electrical safety is being organized in BMAZ in the month of Sept -2019 & extended to Rural area Zone in the month of Oct-2019.

Commission's Views:

The Commission notes that the BESCOM has taken several remedial measures to improve its distribution network and also taken up programmes to create awareness and to educate the field staff and public about the electrical safety measures. However, despite these measures, the rate of fatal electrical accidents involving human, animal and livestock is on an increase, which is a matter of serious concern.

The Commission notes that, in the present Tariff Filing, BESCOM has not mentioned about the identification and action plan for rectification of the identified hazardous locations. 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 BESCOM 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. BESCOM should also take up continuous awareness campaigns through visual / print media on safety aspects relating to electricity among public.

The Commission is of the view that, BESCOM 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 evidently, because of BESCOM not adhering to the best & standard practices in construction / expansion of the distribution network. The BESCOM needs to continue to conduct regular safety audit of its distribution system and to carryout preventive maintenance works as per schedule of the Safety Technical Manual issued by the Commission, to keep the network equipment in healthy condition. BESCOM should also take up regular inspection of consumer installations especially IP sets, pump houses, cow sheds and buildings under construction to identify hazardous

installations, educate the consumers of the likely hazard and persuade them to take up rectification.

The Commission, reiterates its directive that the BESCOM 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 hazardous consumer installations. Any lapse on the part the concerned officers / officials should entail them to face disciplinary action.

BESCOM shall submit an action plan for reducing the accidents in BESCOM area, within 3 months of the date of this Order. The compliance thereon shall be submitted to the Commission quarterly, regularly.