

APPENDIX

REVIEW OF COMPLIANCE OF COMMISSION'S DIRECTIVES

The Commission, in its Tariff Order dated 30th May, 2019, while reviewing the compliance of its directives issued in its earlier Tariff Orders, has reiterated the directives issued by the Commission. 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.

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 14.05.2018 and the earlier Tariff Orders had directed that the CESC shall ensure that Consumer Interaction Meetings (CIM) chaired by the Superintending Engineers (SEEs), 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, CESC's website, local newspapers etc., to facilitate participation of maximum number of consumers in such meetings. The CESC was required to ensure that the proceedings of such meetings are recorded and uploaded on its website, for the information of consumers. The compliance in this regard was 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 Superintending Engineer (EI) (SEEs) covering all the Sub-Divisions 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 Executive Engineer (EI) (EEs) of the O & M Divisions.

The Commission had decided that, if CESC fails to ensure the conduct of the Consumer Interaction Meetings as directed, the Commission would consider imposing a penalty of up to Rs. One lakh per O&M Sub-Division per quarter for each instance of non-compliance as per Section 142 and 146 of the Electricity Act 2003, and also direct that such penalty shall be recovered from the concerned Superintending Engineer who fails to conduct such meetings. It was also decided that since it is practically not possible for the SEEs to cover all the Sub-Divisions in a quarter, the Executive Engineer (EI) (EEs) shall also preside over the Consumer Interaction meetings.

Compliance by the CESC:

The CESC Mysore is conducting Consumer Interaction Meetings chaired by the jurisdictional Superintending Engineers / Executive Engineers, in each O&M Sub-Divisions according to pre-published schedule, once in a quarter. The schedule has already been published on the CESC's website www.cescmysore.org and the consumers are being invited to such meetings in advance through notices on the CESC's website, local newspapers etc., to facilitate participation of maximum number of consumers in such meetings.

The proceedings of such meetings are also being recorded and uploaded on the CESC's website, for the information of consumers.

The details of Consumer Interaction Meetings in the O & M Sub-Divisions for redressal of consumer complaints conducted in CESC Mysore jurisdiction for FY19 and 1st & 2nd quarter of FY20 in the Commission's prescribed format is as in Annexure-1.

The consumers are utilizing the CIM facility to get their grievances resolved, thus CESC is ensuring consumer satisfaction and reliable power supply. The compliance regarding the same is being submitted to the Commission regularly.

The directives of the Commission are being followed. CESC has furnished the details of CIM for FY19 with details of Officers who has chaired the CIM is in Annexure-P.

Commission's Views:

The CESC has submitted the details of consumer interaction meetings conducted in its jurisdiction during FY19 and 1st and 2nd quarter of FY20. The Commission had directed the ESCOMs to conduct the consumer interaction meetings in the Sub-Divisions chaired by either the jurisdictional Superintending Engineer or the jurisdictional Executive Engineer to effectively redress the consumer grievances. The Commission notes the submission made by CESC that, such meetings are being conducted every Quarter in its entire area covering all Sub-Divisions. In the preliminary observations, the Commission had raised the concern on, non-submission of the data every quarter in the prescribed format as directed by the Commission. The Commission had directed CESC to furnish the details, indicating the dates on which the meetings were conducted. CESC has furnished the details in its replies. From the data it is observed that the CIMs were not conducted during the 4th quarter of FY19 in NR Mohalla, Jyothinagar, Central Zone, Chamundipuram and Varuna Sub-Divisions of Mysore Circle with the reasons mentioning "code of conduct". But, CESC has failed to report any reasons for non-conduct of CIMs in spite of sufficient time available during the quarter beyond the code of conduct.

Though, CESC is claiming that the reports are being sent to the Commission, the reports have not been received in the Commission's office at the end of each quarter in the format prescribed for having reported the conduct of CIMs.

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, it will be considered as non-compliance of the Commission's directives and the Commission would consider imposing a penalty of up to Rs. One lakh per O&M Sub-Division per quarter for each instance of non-compliance and also direct that such penalty shall be recovered from the concerned Superintending Engineer, as the case may be, who fails to conduct such meetings.

The Commission, therefore reiterates its directive to the CESC 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. Before the conduct of the such meetings, advance notices shall be sent to the stakeholders by email / website and through SMS (by maintaining / updating the consumer database). 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. Proceeding of conduct of such meetings shall be uploaded in the website of the CESC 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 chaired by the Superintending Engineer (EI) (SEE) or the Executive Engineer (EI) (EEs), the concerned Asst. Executive shall conduct the CIM on third Saturday of every month so as to attend to the grievance of the consumers, as is being done in other ESCOMs.

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

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

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

Compliance by the CESC:

CESC Mysore has continued Open Access Consumers billing based on 15-minute block period in respect of EHT / HT consumers importing power through power exchange under Open Access. The compliance regarding the same is being submitted to the Commission regularly. The month-wise open access consumers, open access energy scheduled / consumed and illegally or inadvertently banked energy details for FY19 are furnished.

The month-wise open access consumers, open access energy scheduled / consumed and illegally or inadvertently banked energy details for FY20 up to Sep-19 are furnished.

Thus, the billing, as per the directive, has resulted in energy savings of 3.33 MU for the year FY19 and 1.39 MU during FY20 (till Sept-19). With the initiatives of CESC to encourage availing supply from CESC the open access consumption has been reduced from 244.40 MU of FY18 to 161.33 MU for FY19. CESC has furnished the details of consumers who are availing wheeling of energy through open access

Commission's Views:

The Commission notes that the CESC 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 3.33 MU during FY19 and 1.39 MU during FY20 till September 2019. The stand taken by the Commission in directing the CESC to prepare monthly EHT / HT consumer bills on 15 minute's time block period has prevented a revenue loss of Rs.2.40 (3.33 x 7.20) Crores to CESC during FY19, and Rs.1.04 Crores during FY20 till September 2019 by consumers who took advantage of its laxity in enforcing correct billing. The CESC 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.

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

The Commission reiterates its directive that the CESC 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 CESC to service new installations only after ensuring that the equipment installed in the consumer's premises such as Air Conditioners, Fans, Refrigerators, etc. are BEE ***** (Bureau of Energy Efficiency five-star rated) rated viz., , are energy efficient.

On similar lines, CESC 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 CESC 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 CESC:

- The CESC is constantly perusing the matter of servicing the new installations duly ensuring use of BEE 5 star rated equipment's.
- Letters have been addressed to all Commissioners, City Corporation and Chief Executive Officers, Zilla Panchayat of Mysore, Mandya, Chamarajanagara, Kodagu and Hassan to provide timer switches and LED lights for the streetlight installations and thereby to avail the rebate on Tariff, vide letter No CESC/GM(T)/DGM(DSM)/AGM(DSM)/TDF-7(B) 2019-20/cys-650 dated 13.08.2019.
- Under "Hosa Belaku" Yojane, following number of LED bulbs, Tube lights and Energy Efficient Fans were sold till Sept-19,

Sl, No	Energy Efficient Equipment	Quantity In No's
1	9W LED Bulb	44,13,218
2	20W LED Tube Light	57,490
3	50W Energy Efficient Fan	13,528

- Thereby around 88.65MU per annum is saved in CESC and has furnished the computation sheet.
- Presently, as per GoK order no. EN 119 VSC 2017 dated 07.06.2017; CESC is procuring 1 & 2 Star rated transformers only. During 2018-19 & 2019-20 (up to Sep-19) 3,530 no. of single star and 1,012 no. of double star rated transformers of capacity were procured.
- In CESC totally 15 nos. of transformer testing centers were established to test the transformers procured for TTK works / Company Purchase,

transformers repaired by the repairer and are assured to the required quality.

- As per GoK Order No. EN 11 VSC 2016 & EN 11 VSC 2014 dated: 20.01.2016, CESC has already taken action for servicing the new Ganga Kalyana and drinking water supply installations with 4 or 5 star rated pump set motors since 2016. All new installations are serviced only after ensuring the use of BEE 5 star rated equipment.
- As 99% of installations, especially domestic installations are serviced without any occupancy, as such initially the Air conditioners, fans, refrigerators are not available. Hence it has been difficult to ascertain usage of five-star BEE rated equipment in all the new installations at the time of servicing. It is requested to incorporate the same in COS, as some of the Consumers dispute the directive as the same is not incorporated in COS.
- The compliance regarding the same is being submitted to the Commission regularly.

Commission's Views:

The Commission observes that, the CESC has not submitted the compliance regularly on implementation of the directive. CESC has not issued any Circulars towards implementation of the directive. Further, it is also observed that CESC has merely stated that it is pursuing on servicing the consumer installations with 5 star rated equipment without elaborating on this or submitting the detailed progress made in detail. The Commission is of the view that, merely pursuing the consumer to provide 5 star rated equipment without actually doing nothing in the field is highly misleading and amounts to non-compliance of the directive by the CESC. The CESC needs to verify factually as to whether there is any progress made in the field in servicing of the BEE 5-star rated equipment such as Air Conditioners, Fans, Refrigerators, etc., in the consumers' premises. Also, The CESC needs to review the implementation of the directive with the field officers periodically to know about the progress.

The Commission notes that the CESC has not submitted the compliance in respect of ensuring and providing of LED lamps / energy efficient lamps

while servicing of new streetlight / high mast installations including extensions made to the existing streetlight circuits. This shows that the CESC has not implemented the directive in its letter and spirit, to take forward the initiative of conservation of energy.

CESC could have issued instructions to all its officers to ensure use of BEE five-star rated Energy Efficient Appliances in their offices. CESC also has not mentioned as to the steps being taken in the field to ensure that all new installations are serviced only when the BEE five-star rated Air Conditioners, Fans, Refrigerators, etc., are installed in the consumers' premises. It is also noted that the CESC 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. With this, the Commission finds that the progress in implementation of this directive is very poor. Therefore, the Commission directs CESC 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 CESC to conduct the awareness programs to the consumers / public, for use of LED bulbs, energy efficient electrical equipment etc., by making use of the fund reserved for customer relation / education program.

Considering the practical difficulty in implementing the directive, the Commission partially modifies the directive that: "CESC, at the time of servicing new street light/ high mast street lights shall ensure that such installations including extensions made to the existing streetlight circuits, are serviced with LED lamps / energy efficient induction lamps and the compliance thereon shall be submitted to the Commission once in a quarter on a regular basis". CESC shall also ensure 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.

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

The CESC was directed to implement the specified Standards of Performance strictly, while rendering services related to supply of power as per the KERC (Licensees' Standards of Performance) Regulations, 2004. Further, the CESC was directed to display prominently, in both Kannada & English languages, the details of various critical services such as replacing the failed transformers, attending to fuse off call / line breakdown complaints, arranging new services, change of faulty meters, reconnection of power supply, etc., rendered by it as per Schedule-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 CESC:

It is submitted that CESC has already implemented the specified Standards of Performance while rendering services related to supply of power as per the KERC (Licensees' Standards of Performance) Regulations, 2004. The CESC has displayed prominently in Kannada the details of various services such as replacing of the failed transformers, attending to fuse off call / line breakdown complaints, arranging new services, change of faulty energy meters, reconnection of power supply, etc., rendered as per Schedule-I of the KERC (Licensees' Standards of Performance) Regulations, 2004 and Annexure of the KERC (Consumer Complaints Handling Procedure) Regulations, 2004, on the notice boards in all the O & M sections and O & M Sub-Divisions for the information of consumers.

The compliance regarding the same is being submitted to the Commission regularly.

Commission's Views:

In view of the surplus power situation in the State, the Commission is of the view that supply of quality and reliable power to consumers should be the

utmost priority of ESCOMs. Hence the Standards of Performance (SoP) for Distribution Licensees specified by the Commission need to be implemented in its letter and spirit.

The Commission, while taking note of the compliance by CESC, reiterates that the CESC shall continue to adhere to the specified Standards of Performance in rendering various services to consumers in a time bound manner.

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 CESC in its Tariff Filing, in spite of the issue of directives, the Commission notes with displeasure that, it has not conducted awareness campaigns at the Hobli levels, for educating the consumers in Chamarajanagara and Kodagu Districts and orientation programs for educating the officers and field staff up to the level of lineman in Mandya, Chamarajanagar and Kodagu Districts.

Hence, the Commission while noting the CESC's compliance, **reiterates that the CESC 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 CESC 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 CESC 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 CESC to arrange to display the SoP in the format mentioned in the previous Tariff Order 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 its directive and directs CESC to conduct awareness campaign at the Hobli levels for educating the public about the Standards of Performance prescribed by the Commission. CESC 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 CESC to publish and keep circulating the "HAND BOOK" (Kaipidi in Kannada) in Kannada on the SoP and arrange to distribute to all the staff and stake holders.

For any 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 CESC officials, for non-compliance of the Commission's Directives.

At the same time the Commission has noted that, CESC just has informed the remarks / awards given to best performing Sub-Division / Section in respect of adherence to SoP as – 3 numbers only, in Hassan Circle, but CESC has not furnished any information on the implementation of the kind of the system it has put in place, to recognize best performing officers / offices in its jurisdiction to incentivize better performance. CESC shall consider and bringing in a mechanism to recognize 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.

The Commission reiterates that, the CESC 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 had directed the CESC 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 distribution network. The CESC was also directed to sensitise the linemen about the need for adoption of safety aspects in their work through suitably designed training and awareness programmes. The CESC was 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 if violations are noticed, to take disciplinary action on the concerned. The CESC shall implement this directive within one month from the date of this order and submit compliance report to the Commission.

Compliance by CESC:

The CESC has submitted that it has provided proper and adequate safety gear to the linemen in its jurisdiction and is also ensuring that the linemen use such safety gear provided while working on the distribution system.

The CESC has directed the field officers to monitor proper up keep of the safety gear provided and to keep reasonable number of spare sets of safety gears, in stock and also monitor their use by the linemen and take disciplinary action on the concerned, if violations are noticed.

To create awareness in the public, awareness programs were conducted at Sakaleshpura, Channarayapatna, Nagamangala, Chamarajanagar, Kollegala and Nanjangud Divisions. Awareness programs will be conducted in the remaining Divisions as well.

To reduce the departmental accidents CESC has released Powerman Kaipidi. In Powerman Kaipidi there are 18 check points for the single

complaint and the Kaipidi annexed as Annexure-2. The Power man / Section Officer should ensure the check points before and after completing the work.

The details of implementation of the Commission's Directive, on use of safety gear by linemen as on September- 2019, have been furnished.

The compliance regarding the same is being submitted to the Commission regularly.

For procurement of safety gears, tendering work is under process. The safety gears to the linemen working in the field will be issued by Jan-2020.

The procurement of Safety gear at Circle and Zonal level is under process and will be issued to the linemen by Jan-2020. For the Safety gear materials to be procured at Corporate Office (Earthing Rods, Helmet with indicators & Rain coats) tendering work is under process and will be issued by 15.03.2020.

The CESC has imparted training to JLM / LM under REC programme, which includes safety aspects as the main content of the programme. During FY19 - 331 no's FY20 (up to Sept 19) - 393 no's were given training and proposed to give training to all JLM / LM in a phase manner.

Commission's Views:

It has been brought to the notice of the Commission by the consumers and also report of the CEIG on accidents that the safety gears / equipment are not being used by all the linemen at work in the field and hence the number of electrical accidents are increasing every year. The Commission considers that failure to provide appropriate safety gear / equipment to the staff at work place amounts to a serious violation of human rights by CESC.

The Commission has observed from the statistics furnished in tariff filing that, only 15.82% (642 Linemen out of 4058) of the linemen staff are not provided with the safety gear. The data on the safety gear provided to

the contract linemen is not furnished. CESC, in its previous Tariff Filing, had informed that the likely date of providing safety gear to all field staff as 31.12.2018. In the present Tariff Filing CESC is informed that, all safety gears will be provided to all the field staff by January 2020 and 15.03.2020.

The long time taken by CESC to procure safety equipment viz., safety shoes, insulated tool kits etc., indicates lack of seriousness on the part of CESC in the matter. Adequate quantity of all safety gears / equipment shall be procured periodically and sufficient inventory of these materials shall also be maintained. CESC should take action to empanel standard suppliers of safety gear / equipment, so that the procurement is quicker.

The Commission further notes that electrical accidents are occurring in the distribution system mainly due to non-adherence to safety procedures by the field staff, while working on the distribution network. Therefore, it is very important that the CESC should focus on safety aspects in its operations with a view to reduce or minimize the electrical accidents. Also, imparting training to all the field staff on safety aspects periodically should become part of the routine. The Commission notes with displeasure that the training programme undertaken by CESC by combining with REC programme is not satisfactory. It is noted that there are no details of any exclusive 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 of the actual accidents that have occurred in CESC and their causes, so that the training is current and relevant. Study of such case studies will help in taking the matter seriously and would enable the staff to carry out their work safely / effectively.

The Commission, while taking note of the compliance by CESC on the directive, stresses that the CESC 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.

The Commission reiterates its directive that the CESC shall ensure that, all the linemen and other field staff are provided with adequate and appropriate safety gear within 3 months from this order as per the undertaking the linemen and other field staff should 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 the case studies.

6) Directive on Providing Timer Switches to Streetlights by CESC:

The Commission had directed the CESC 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 Commission had also directed CESC shall to take up periodical inspection of timer switches installed and ensure that they are in working conditions to ensure that they can undertake necessary repairs / replacement work, if required and later recover the cost from local bodies. CESC was required to submit the compliance regarding the progress of installation of timer switches to street light installations to the Commission within three months of the issue of the Order.

Compliance by the CESC:

It is submitted that the CESC has addressed letter to all Commissioners, City Corporations and Chief Executive Officers, Zilla Panchayat of Mysore, Mandya, Chamarajanagara, Kodagu & Hassan to provide timer switches and LED lights for the street light installations and thereby to avail the rebate on tariff vide letter dated 13.08.2019. The compliance regarding the same is being submitted to the Commission regularly.

CESC has requested to incorporate fixing of timer switches to the new streetlight installations in the Conditions of Supply of Electricity of Distribution Licensees in the State of Karnataka, as the same is disputed as

it is not incorporated in Conditions of Supply of Electricity of Distribution Licensees in the State of Karnataka.

It is further submitted that CESC is installing the Timer Switches in IPDS and Belaku Yojane. CESC is servicing the Street lights installations by ensuring the use of LED/energy efficient lamps.

Commission's Views:

The Commission notes that the progress of providing timer switches to street lights as compared to the previous year is very poor. As per the data furnished by CESC, it is seen that, the number of timer switches added during the previous year is only 83 (1,116 – 1,033). This shows that the CESC has not given adequate focus to the issue and has not coordinated with the concerned local authorities in installation of timer switches while servicing the new street light installations. Thus, the inaction and failure of the CESC 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 shorter life of the installations and resultant avoidable expenditure on their replacement. Hence, CESC should seriously pursue this matter with the concerned local authorities strictly ensure fixing of timer switches while servicing the new installations and also repairs of faulty timer switches.

The Commission notes that, as per the statistics furnished, as at the end of FY19, balance number of SL installations to be provided with the timer switches is 22,813 against the number of 21,323 at the end of FY18. From the above, it is seen that, CESC is servicing the SL installations without the timer switches, in spite of the directives.

This shows that the CESC 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. CESC is not insisting on the Municipal authorities to provide timer switches, at least while servicing the new Street Light installations. CESC has not provided any comprehensive reply to the above observations made by the Commission.

Thus, the inaction by the CESC has actually resulted in increase of number of street light installations requiring timer switches. This is a continuous action, and if timely action is not initiated, it results in wastage of electricity and the very purpose of energy conservation gets defeated.

Thus, the inaction and failure of the CESC 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 shorter life of the installations and resultant avoidable expenditure on their replacement. **Hence, its directed that CESC should seriously pursue this matter with the concerned local authorities, strictly ensure fixing of timer switches while servicing the new installations.** Therefore, going by the progress, the Commission is of the view that the CESC is not serious in installing the timer switches.

It is the inbound 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 having been shown by CESC in complying with the directives of the Commission.

Therefore, the Commission with a partial modification to the directive reiterates that the CESC shall ensure that, all the new streetlight installations and any extension / modification to be carried out to the existing streetlight installations shall be serviced only with timer switches. 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:

- i) Load shedding required for planned maintenance of transmission / distribution networks should be notified in daily newspapers at least 24 hours in advance for the information of consumers.
- ii) The CESC 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.
- iii) Any likelihood of shortfall in the availability during the course of the day should be anticipated and the quantum of load shedding should be estimated in advance. Specific sub-stations and feeders should be identified for load shedding for the minimum required period with due intimation to the concerned Sub-Divisions and sub-stations.
- iv) The likelihood of interruption in power supply with time and duration of such interruptions may be intimated to consumers through SMS and other means.
- v) Where load shedding has to be resorted due to unforeseen reduction in the availability of power, or for other reasons, the consumers may be informed of the likely time of restoration of supply through SMS and other means.
- vi) Load shedding should be carried out in different sub-stations / feeders to avoid frequent load shedding affecting the same sub-stations / feeders.
- vii) The 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.
- viii) The ESCOMs shall submit to the Commission their projections of availability and demand for power and any unavoidable load shedding for every succeeding month in the last week of the preceding month for approval.

- ix) The 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.
- x) 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 CESC:

1. The CESC is submitting the projection 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. Projection of availability and demand for power and any unavoidable load shedding details for the months of April-19 to October-19 have been submitted to the Commission.
2. The "URJAMITRA" application is implemented from 11.04.2017 and consumers of CESC jurisdiction are being intimated about the outage through SMS via URJA MITRA mobile app.
3. At present URJA MITRA is the only application being used for dissemination information facilitation on outage, to all consumers through SMS.
4. The CESC has submitted the data base for 1,798 no's of 11KV feeders 1,153 numbers of 11kV feeders, by CESC and uploaded by REC. The uploading of remaining feeders and connected consumers is in progress.
5. Till date 0.95 crore messages (SMS's) are sent to the consumers.
6. As per GoK orders the hours of power supply for Rural & IP feeders is arranged as below:
 - Rural feeder: 7Hrs 3phase & 9Hrs of Single phase.
 - IP feeder: 7Hrs of 3 phase power supply.

7. The declared hours of Load shedding for Rural & IP feeders are 8 Hours & 17 Hours respectively.
8. As per GoK orders, for around 60% of IP feeders, 7 Hours of continuous 3 phase power supply during daytime has been arranged from Sep-2018.
9. The compliance regarding the same is being submitted to the Commission regularly.

Commission's Views:

The Commission takes note of the submission of the CESC that it has taken action to provide information to the consumers through SMS about the time and duration of interruptions in power supply due to various reasons.

The Commission also notes that, CESC 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. CESC has to take further steps and speed up to update the database with the entire consumer strength of the Company to make the App effective.

The Commission hereby directs that CESC shall extensively use the URJA Mitra mobile application, which can be used as a link between CESC 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. CESC can also save money required for development of similar software.

Further, the Commission has noted 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 similarly improved, causing frequent disruptions in power supply, which causes hardship to the consumers and also revenue loss to the CESC. The Commission directs CESC to take remedial measures to minimize power supply interruptions and ensure 24 x 7 power supply. CESC 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 the (Indicative Maximum time limit for rendering service), notified by the Commission, the CESC 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 CESC 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 CESC to conduct orientation programmes / workshops to the field staff to equip and motivate them to attend to the minor faults at the site itself, wherever possible and restore power supply as quickly as possible. CESC 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.

CESC has not mentioned anything on the conduct of orientation program / workshops to the field staff to equip and motivate them to attend to the minor faults at site itself wherever possible and restore power supply as early as possible. **Hence, the Commission directs the CESC 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. CESC 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, the Commission directs, the CESC to submit 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, without fail.

The Commission reiterates that the CESC 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 CESC was 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 CESC are able to lodge their complaints to this Centre.

It was also directed that every complaint, received through various modes in the centre 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.

CESC was directed to 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 CESC 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 CESC:

CESC has submitted that:

1. The CESC centralized customer care center works for 24X7 to provide effective service to the consumer and to redressal the complaints with in minimum duration.
2. At present the Central Complaints Center (CCC) is provided with 15 even lines with a customer care toll free number 1912 and there is a provision which can be extendable up to 30 lines.
3. The Customer Care executives are deployed through outsourced agency, who is conducting handhold training to manpower at Call Centre regarding improving behavioral attitude, communication with consumers & general public, inter personal skill etc.
4. As per the Commission's directive, action will be initiated for recognizing the performance of the CCR to incentivize the better performer.
5. CESC has senior level officers GM(T), DGM & AGM to supervise and review all the activities of the CCC and CCR's.
6. In order to reduce the time taken to resolve the complaints, CESC has the web based PGRS (Public Grievance Redressal System)

application is installed successfully and working satisfactorily by enabling fast complaint registration and redressal at Customer Care Complaints along with this, CESC is handling complaints procedure as per Hon'ble KERC Standard of Performance(SoP).

7. Minimum time taken for attending other complaints is 1 hour and Maximum time taken is 72 hours for Distribution Transformer replacement.
8. Consumers can register their complaints through various social media like SMS, e-mail, Facebook, CESC mobile App and also through official registered website www.cescmysorepgrs.com. The consumer / General public can retrieve their complaints history in the software.
9. Actions will be taken to integrate other social Medias like WhatsApp and Instagram to PGRS software in order to enable consumers for registering their complaints.
10. The CCC is analyzing and monitoring to reduce the number of complaints and also to minimize the time taken to resolve the complaints in co-ordination with field staff. The complaints which are not solved as per SoP will be escalated to next higher officers.
11. The field staffs are continuously educating / sensitizing regarding handling of consumer complaints to provide prompt and efficient service to the consumers / General public by issuing circulars, letters and guiding during meetings.
12. CESC has taken action to establish full-fledged service stations by providing vehicle, CUG mobile number and necessary safety requirements.
13. As per Commission's directive, quarterly notification has been given in all the leading newspaper in order to create awareness regarding toll free number 1912 along with Complaint handling procedure.

14. User Manuals are available at <http://www.cescmysorepgrs.com> to guide consumers, how to register complaints at CESC Centralized Customer care center and track the status of their complaints.
15. CESC has implemented caller tune regarding "electricity helpline 1912" for all CUG Mobile Numbers of CESC officers (O&M / offices) / Service Stations.
16. Wide publicity has been given regularly in Paper Notification in all leading newspapers for consumer's information regarding helpline number 1912 and about other modes of complaint registration like SMS number details, online website address etc. The Paper Notification is as in Annexure-4.
17. In the FY19, 1,40,077 no's of complaints were registered in CESC centralized customer care center out of which complaints over phone – 1,37,678 no's, SMS - 579 no's, website – 1,763 no's and mobile app - 57 no's.

In FY20 (Till Sept-19) 81,886 no's of complaints were registered in CESC centralized customer care center out of which complaints over phone - 80,337 no's, SMS - 195 no's, website-1,330 no's and mobile app - 24 no's.

The compliance regarding the same is being submitted to the Commission regularly.

Commission's Views:

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

It had come to the notice of the Commission that, several complaints have been received on the behavioural attitude of the executives working in the CCC and deployed through Outsourcing Agency. The Commission is not happy with the reply furnished by CESC in respect of

imparting training to the executives working in CCC. However, CESC shall instruct the agency to impart suitable training and continue to impart such trainings to the executives, on public relations and behavioural aspects, human relations etc., The Commission directs CESC to deploy Senior Level Officers to supervise and review all the activities of the CCC, and shall take disciplinary action against erring officials.

CESC 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 CESC 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 notes that the CESC has not furnished the detailed information on the average time taken to attend to a complaint as at present and the efforts made to reduce the downtime further in future.

The Commission directs CESC that it should continue its efforts to further improve the delivery of consumer services, especially to further reduce the time required for resolving consumer complaints on breakdowns of lines / equipment, failure of transformers etc., resulting in interruptions in power supply. These complaints should be given prompt and effective response.

The Commission also directs CESC to analyse the nature of complaints registered and take action to minimize the number of complaints. It is also imperative that necessary steps are taken to continuously sensitize the field-staff about efficient handling of consumer complaints apart from improving their general efficiency.

The Commission reiterates its directive to the CESC 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 CESC 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 CESC to conduct energy audit and chalk out an action plan to reduce distribution losses to a maximum of 15 percent in the towns / cities having a population of over 50,000, where it is above this level.

The Commission had earlier directed 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:

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

Compliance by CESC:

CESC has submitted that:

1. The Energy Audit for 1,695 feeders for FY19 has been submitted to the Commission. For FY20, as on Jun-2019, energy audit for 1,717 feeders has been submitted to the Commission.
2. The distribution loss calculation for the year FY19 for 1,695 feeders and for FY20 (1st quarter) is calculated and already furnished to the Commission vide letter dated 23.09.2019.
3. As per Hon'ble KERC directives workshop on Energy Audit is conducted at Sakaleshpura, Channarayapatna, Nagamangala, Maddur, Chamarajanagar, Kollegala and Nanjangud Divisions during July & August 2019 to educate all cadre of Officers in energy

auditing of 11kV and DTCs energy audit. All the Division and Sub-Divisions are directed to perform energy audit to all the DTCs.

The status of metering/ energy audit as on 30.09.2019 is as under:

1. 642 purely agricultural feeders have been commissioned. There are 59,089 numbers of transformers on these feeders. Metering is not required in respect of these transformers as the feeder consumption is being considered for calculation of IP set consumption.
2. 8,834 numbers of water supply installations have been serviced and all of them are in rural areas. Each of these water supply installations has been provided with an independent distribution transformer. As such metering is not required in respect of these transformers.
3. 22,257 nos. of DTCs have to be provided with meters. The details are furnished below:

Existing DTCs	Metered DTCs	DTCs Where Meters Are Not Required	DTCs To Be Metered
134641	44461	67923	22257

Energy Audit of Towns under RAPDRP:

1. Consumer to DTC tagging is under process, proper DTC wise energy audit will be made available after the proper consumer to DTC tagging.
2. Town Wise energy audit report of RAPDRP towns for FY19 as well as for FY20 up to August 2019 are submitted to the Commission.

In respect of rural DTCs, the energy from the exclusive agricultural feeders is being obtained from the Sub-Stations, after completion of the works of bifurcation of agricultural and non-agricultural feeders under the NJY scheme. So far, as at the end of September 2018, 642 numbers of exclusive agricultural feeders are existing in CESC Mysore.

The Metering of non-agricultural DTCs will also be taken up at the earliest. The loss levels of distribution transformers (including those under RAPDRP) for which Energy audit has been carried out for FY19 as well as FY20 up to September 2019 are furnished.

Action is being initiated to bring down the percentage of losses in respect of transformers where the losses are more than 10%. The remedial measures initiated to reduce loss levels are indicated in Annexure 7.

Commission's Views:

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

In the previous year's Tariff Filing, CESC has furnished the number of DTCs metered as 57,809. Whereas the numbers indicated in this year's Tariff Filing is 44,461 numbers. Despite completion of metering of 44,461 number of DTCs and most which is having AMI – Automatic (Advanced) Meter Reading Infrastructure, the CESC is furnishing the analysis for only around 10,000 DTCs i.e., for 23% of the metered DTCs. CESC has failed to furnish the energy audit reports for the remaining 34,461 number of DTC's metered expressing the problems with communication, incomplete tagging of consumer installations with the respective feeders / DTCs and also unresolved software integration issues and other issues. Similarly, CESC has not furnished the information on the month-wise energy audit of all the 11 kV lines operating in its jurisdiction.

It is observed that, CESC 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 CESC is not serious about conducting energy audit of 11 kV lines and DTC level energy audit and run its business on commercial principles. CESC 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 CESC 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 CESC 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 along 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 CESC to conduct workshops at the Division Office level, for educating the officers of all cadres on the importance of conducting the feeder-wise, DTC-wise energy audit, etc., 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 them 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 electro-mechanical meters etc.,

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

The Commission does not find the reasons submitted by CESC for not conducting the energy audit in respect of 11 kV lines, DTC's and LT lines, as justifiable and directs CESC 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 Niranthara 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:

- a) Number of 11 KV feeders considered for segregation.
- b) Month-wise time schedule for completion of envisaged work.
- c) Improvement achieved in supply after segregation of feeders.

Compliance by CESC:

The CESC has taken up the segregation of IP feeders by creating 135 feeders under NJY phase-1 and 232 feeders in NJY phase-2 and all the works have been completed and commissioned.

Details of NJY Phase-1 and Phase-2 are as below:

NJY	No. of taluks covered	Total Feeders	Feeders		
			Completed	Commissioned	Balance
Phase-1	10	135	135	135	0
Phase-2	14	232	232	232	0

At present, IP consumption is computed based on the energy recorded in the meters fixed to the segregated IP set feeders. Details of Consumption of agriculture feeder's month-wise / Sub-Division-wise as per the format prescribed by the Commission, is being submitted regularly.

Further it is submitted that, CESC has instructed all its field officers and officers of the vigilance wing to immediately stop any illegal tapping of NJY feeders by the farmers for running their IP-sets. For failure to stop this illegal activity, the concerned officers will be directly held responsible.

Commission's Views:

The Commission notes that the CESC has commissioned all the feeders taken up under NJY scheme phases. Therefore, the CESC is directed to carry out the feeder-wise analysis to ensure that the objectives set out in the DPR are accomplished.

Further, the CESC 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 CESC 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 CESC should strictly monitor the implementation of the regulated power supply scheme to IP feeders and take necessary corrective action if the same is faulty.

Since the Commission has observed that, CESC has segregated substantial number of feeders under different phases of NJY and other schemes / routines work flows. Therefore, the Commission directs the CESC 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.

The Commission reiterates its directive to the CESC 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.

12) 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 CESC 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 CESC:

CESC has submitted that it has awarded to M/s Enzen Global Solutions Private Limited, Bangalore vide letter dated: 04.07.2018 to Provide Consultancy Services & preparation of Detailed Project Report(DPR) for Agriculture DSM in 11 kV Hoskote feeder" of Mysore Taluk. Now, the survey work is completed and DPR has been prepared.

Commission's Views:

The Commission notes that there is an undue delay in implementation of DSM scheme. The Commission also notes that the CESC has so far not taken any concrete action to implement the Agricultural DSM measures in its jurisdiction. The CESC needs to expedite implementation of DSM measures in its jurisdiction without any further delay. There is a huge potential for energy saving in the agricultural sector which needs to be tapped as early as possible to derive the benefits of the same on completion of the project. The CESC should accord strong emphasis for implementation of DSM measures with a view to conserve energy and also precious water for the greatest benefit of farmers. **Therefore, the CESC should take up Agricultural DSM initiatives in its jurisdiction and submit a suitable proposal to the Commission for approval.**

13) 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 CESC:

CESC has achieved 100% electrification of un-electrified households in four districts of Mysore, Mandya, Chamarajanagara and Hassan. The details are updated in Soubhagya web portal being maintained by Ministry of Power, Govt. of India.

There are 4,138 No's of Un-electrified households identified for electrification for in Kodagu district, out of which 1,160 households are electrified and internal wiring completed for balance 2,978 No's of households. Infrastructure works are under progress. It is proposed to complete electrification work within December-2019.

Commission's Views:

The Commission notes that there is an appreciable progress achieved in electrification of un-electrified households by CESC. However, it is noted with displeasure that the CESC has not taken up any stringent action plans for electrifying households in Kodagu District. CESC needs to hasten up the progress of electrification of 2,978 numbers of un-electrified households in Kodagu District and completion of the project shall be as stipulated by the project sanctioning / monitoring authority.

If the work is not completed as per the target, it results in a substantial number of households remaining without electricity. The CESC should speed up the electrification work of un-electrified households and implement this programme with vigor by obtaining appropriate approvals, wherever necessary to complete the task within the timeframe, in order to ensure that the people are provided with the basic need of electricity.

The CESC 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.

14) Directive on Implementation of Financial Management Framework:

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 CESC 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 CESC:

As directed by the Commission, the CESC has implemented the Financial management frame work and the compliance is being submitted to the Commission regularly. The analysis of the performance of all the Divisions during FY20 (up to September 19) using the financial framework is enclosed as Annexure-8.

Commission's Views:

The Commission notes that the CESC has implemented the financial framework model only partially, so that the performance up to the Division level is being analysed. The study should be linked to the quantum of energy received, sold and cost thereon and so that the CESC conduct its business on commercial principles.

The Commission notes that CESC has submitted the analysis without setting the targets on various parameters mentioned in the Commissions views section of the previous Tariff Order. Without setting the targets and making the analysis will not give out any successful strategies for conduct of business on commercial principles. **Also, the commercial principles for operation of the Company, envisaged in the directives are not extended to the level of the Sub-Divisions.** The CESC is not submitting the compliance in respect of implementation of Financial Management Framework, on quarterly basis, to the Commission, as directed.

The Commission has been receiving concerns from the consumers and stake holders about the accumulation of revenue arrears and failure to recover the long- standing arrears is causing adverse financial impact on the CESC's cash flows. The Commission directs CESC to chalk out a stringent action plan to recover the long-standing accumulated arrears.

The Commission directs the CESC 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 CESC is directed to continue to analyse 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 CESC 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 CESC shall implement the Financial Management Framework model in its jurisdiction, effectively, to bring in accountability in the performance of the Divisions / Sub-Divisions in the matter of the quantum of energy received, sold and its cost so as to conduct its business on commercial principles. Compliance in this regard shall be submitted to the Commission on a quarterly basis, regularly. CESC shall identify the Sub-Divisions and Divisions which are showing high distribution losses and not collecting the required rate of ARR and take remedial measures to ensure full recovery of revenue vis-à-vis the energy drawn by such Sub-Division and Divisions.

15) Directive on Prevention of Electrical Accidents:

The Commission had reviewed the electrical accidents and found that electrical accidents have taken place in the State during the year 2018-19, and 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 CESC 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 CESC to the Commission.

Compliance by CESC

The details of electrical accidents occurred during FY19 and up to September 2019 are appended below:

Sl. No.	Year	No of accidents	Departmental		Non - departmental		Animals	Compensation paid in Rs lakh
			Fatal	Non-fatal	Fatal	Non-fatal		
1	FY19	217	6	33	67	16	95	119.27
2	FY20 (upto-Sept-19)	136	0	18	44	15	59	59.76

The copy of the Safety Technical Manual prepared by a Sub-Committee, constituted by the Commission, comprising of experts from the Advisory Committee has been uploaded on CESC's website for the benefit of all employees as well as the consumers.

In order to prevent electrical accidents and spread awareness about safety and conservation of energy, following action plan has been initiated in CESC;

- Identifying and rectification of hazardous locations like providing intermediate poles to lengthy spans, replacement of deteriorated service wires / conductors / poles, replacement of lower size conductor by higher size, restringing of loose spans, shifting the transformers and lines which are close to buildings or in dangerous locations etc.,
- Proper periodical and preventive maintenance of the distribution system and cutting of tree branches coming in contact with power lines.
- Providing all safety equipment to linemen and surprise inspection of works to check the use of safety equipment by them.
- Conducting safety meetings at section offices, to train the maintenance staff regarding use of safety equipment and adherence to safety procedures while working on lines like earthing on both sides of working zone, use of hand gloves, insulated tools etc.,
- Issuing Notices to consumers constructing the buildings near distribution system and to ensure proper clearances before servicing of new installations.
- Educating the consumers regarding the safety precautions to be taken by them to avoid accidents, through media, interaction meetings, distributing pamphlets.

- Exhibiting the safety advertisements containing safety aspects in prime location during public programmes, to educate the general public regarding the safety precautions to be taken to avoid accidents.
- Safety awareness advertisement at Railway Stations, Chandana TV Programme, Vividh Bharati Radio Programme.
- Safety awareness through street plays.
- Highlighting the issues of conservation of energy and prevention of electrical accidents on the reverse of the monthly electricity bill.
- Displaying hoardings at all district Head Quarters and all offices of CESC.

CESC has furnished the circle-wise progress regarding action taken for Reduction of Electrical Accidents up to Sep-2019.

Details of Identified Hazardous locations for FY19 up to SEPTEMBER-2019

SL NO	ESCOM	Opening Balance As On 31.03.2019	Identified Up To Sep-19	Total Hazardous Location	Rectified For The Fy20 (Up to Sep-19)	Yet To Be Rectified As On 30.09.2019
1	CESC	305	11,797	12,102	11,756	346

Commission's Views:

The Commission notes that various remedial measures including identification and rectification of hazardous installations in its distribution network have been taken up by the CESC. 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 to the Commission. The frequent occurrence of electrical accidents indicates that there is an urgent need for identification and rectification of hazardous installations, more systematically and regularly. Therefore, the CESC 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. CESC 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, CESC 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 also of the view that the existence of hazardous installations in the distribution network is evidently, because of the sub-standard works carried out by CESC without adhering to the best & standard practices in construction / expansion of the distribution network. The CESC needs 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. CESC 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 CESC 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.

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