

CHAPTER – 6

COMPLIANCE TO COMMISSION'S DIRECTIVES

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

Commission's Views:

Commission 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 a large number of consumers participate in such meetings.

Proceeding of conduct of such meetings to be recorded the details / type of complaints received from consumers and how many grievances resolved during the meeting and time line given to unresolved grievances shall be uploaded in 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 SEE or the jurisdictional EE, the concerned Assistant Executive shall conduct the CIM on third Saturday of every month.

Compliance by BESCOM:

BESCOM is adhering to directives of Hon'ble KERC, Consumer Interaction Meetings are chaired by the Asst. Executive Engineers, in each of its O&M sub-divisions regularly on every 3rd Saturday of the month. Jurisdictional

Superintending Engineers and Executive Engineers are chairing the Consumer Interaction Meetings at the Sub-Divisions on rotation basis. The Consumer Interaction Meetings are being monitored by the General Manager (Customer Relations) Section, BESCOM Corporate Office. The proceedings of such meetings recorded are uploaded on BESCOM website, for the information of consumers.

The consumers are invited to Interaction meetings giving advance information through emails, messages, Social media like twitter and facebook, BESCOM's website, newspapers etc., to facilitate participation of maximum number of consumers in such meetings.

The details of the CIM Conducted along with the dates conducted and details for 2nd Quarter of 2021-22 annexed for kind reference. The compliance report (Quarterly) shall be submitted to the Commission in the prescribed format.

Quarter - II of FY22 (July 2021 to SEPT 2021):

Table 6.1

Sl No	Name of the Circle	No. of Sub divisions existing	No. of Subdivisions in which CIM is conducted	Name of the Subdivision (By naming each Subdivision)	Date on which CIM conducted	Designation of the Officer Chairing the CIM	No. of Consumers attended	No of Complaints Received	No. of Complaints disposed	Number of Complaints Yet to be Disposed.
1	South	20	60	S1	17.07.2021/ 21.08.2021/ 18.09.2021	AEE,S1	4	4	4	0
2				S2		AEE,S2	3	0	0	0
3				S5		AEE,S5	6	3	3	0
4				S6		AEE,S6	6	1	1	0
5				S9		AEE,S9	4	0	0	0
6				S14		AEE,S14	3	0	0	0
7				S15		AEE,S15	5	5	5	0
8				S18		AEE,S18	8	5	5	0
9				S8		AEE,S8	14	0	0	0
10				S10		AEE,S10	8	3	3	0
11				S11		AEE,S11	16	15	11	4
12				S12		AEE,S12	34	18	18	0
13				S13		AEE,S13	25	16	16	0
14				S19		AEE,S19	6	2	2	0
15				S20		AEE,S20	31	32	21	11
16				S3		AEE,S3	14	10	10	0
17				S4		AEE,S4	16	3	3	0
18				S16		AEE,S16	5	4	4	0
19				S7		AEE,S7	14	11	11	0
20				S17		AEE,S17	4	1	1	0
					Sub Total-1	226	133	118	15	
21	West	15	45	W1	17.07.2021/ 21.08.2021/ 18.09.2021	AEE,W1	7	7	7	0
22				W2		AEE,W2	13	1	1	0
23				W6		AEE,W6	6	6	6	0
24				W7		AEE,W7	15	2	2	0
25				W8		AEE,W8	10	5	5	0
26				K-1		AEE,K-1	17	8	8	0
27				K-2		AEE,K-2	22	4	4	0
28				K-3		AEE,K-3	19	0	0	0
29				K-4		AEE,K-4	18	0	0	0
30				N1		AEE,N1	6	3	3	0
31				N2		AEE,N2	5	5	4	1
32				N3		AEE,N3	8	0	0	0
33				N6		AEE,N6	7	7	7	0
34				N8		AEE,N8	9	4	4	0
35				N10		AEE,N10	0	0	0	0
					Sub Total-9	162	52	51	1	

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36	East	15	45	E3	17.07.2021/ 21.08.2021/ 18.09.2021	AEE,E3	24	11	11	0
37				E6		AEE,E6	26	22	21	1
38				E10		AEE,E10	18	11	11	0
39				E11		AEE,E11	19	9	9	0
40				E4		AEE,E4	18	4	4	0
41				E7		AEE,E7	15	7	7	0
42				E12		AEE,E12	12	5	5	0
43				E-1		AEE,E-1	20	1	1	0
44				E-2		AEE,E-2	13	2	2	0
45				E5		AEE,E5	16	4	4	0
46				E-8		AEE,E-8	20	3	3	0
47				E-9		AEE,E-9	15	11	11	0
48				W3		AEE,W3	0	0	0	0
49				W-4		AEE,W-4	0	0	0	0
50				W-5		AEE,W-5	5	3	3	0
				Sub Total -4	221	93	92	1		
51	North	13	39	C-1	17.07.2021/ 21.08.2021/ 18.09.2021	AEE,C-1	30	22	22	0
52				C-2		AEE,C-2	16	9	9	0
53				C-6		AEE,C-6	20	2	2	0
54				C4		AEE,C4	11	3	3	0
55				C5		AEE,C5	14	9	9	0
56				C7		AEE,C7	13	3	3	0
57				C8		AEE,C8	21	2	2	0
58				N4		AEE,N4	28	7	7	0
59				N5		AEE,N5	15	3	3	0
60				N7		AEE,N7	11	4	4	0
61				C3		AEE,C3	10	5	4	1
62				C9		AEE,C9	22	9	9	0
63				N9		AEE,N9	12	4	4	0
				Sub total-6	223	82	81	1		
64	BRC	9	27	D.B.Pura (Urban)	17.07.2021/ 21.08.2021/ 18.09.2021	AEE,D.B.Pura (Urban)	26	8	7	1
65				D.B.Pura (rural)		AEE,D.B.Pura (rural)	7	6	6	0
66				Dabaspete		AEE,Dabaspete	16	6	5	1
67				Nelamangala		AEE, Nelamanagala	11	2	2	0
68				Hosakote		AEE,Hosakote	11	7	7	0
69				Avalahalli		AEE,Avalahalli	20	15	15	0
70				Nandagudi		AEE,Nandagudi	8	8	8	0
71				Devanahalli		AEE,Devanahalli	5	5	5	0
72	Vidyangara	AEE,Vidyangara	13	4	4	0				
				Sub total -2	117	61	59	2		
73	Ramana gara	18	54	RMNG(U)	17.07.2021/ 21.08.2021/ 18.09.2021	AEE,RMNG(U)	11	0	0	0
74				RMNG(R)		AEE,RMNG(R)	1	0	0	0
75				CPT(U)		AEE,CPT(U)	8	5	5	0
76				CPT(R)		AEE,CPT(R)	14	14	14	0
77				Bidadi		AEE,Bidadi	8	3	3	0
78				Bevoor		AEE,Bevoor	24	14	8	6
79				Magadi		AEE,Magadi	11	10	10	0
80				Tavarekere		AEE,Tavarekere	6	1	1	0
81				Kudur		AEE,Kudur	11	8	8	0
82				Attibele		AEE,Attibele	4	4	4	0
83				Anekal		AEE,Anekal	0	0	0	0
84				Chandapura		AEE,Chandapura	7	4	4	0
85				Jigani		AEE, Jigani	10	4	4	0
86				veerasandra		AEE,veerasandra	5	0	0	0
87				KKP(U)		AEE,KKP(U)	20	0	0	0
88				KKP(R)		AEE,KKP(R)	18	6	6	0
89				Sathanur		AEE,Sathanur	5	0	0	0
90	Harohalli	AEE,Harohalli	28	10	10	0				
				Sub Total-7	191	83	77	6		

Compliance to Commission's Directives

91	Kolar	17	51	Kolar USD	17.07.2021/ 21.08.2021/ 18.09.2021	AEE, Kolar USD	25	4	4	0
92				Kolar RSD		AEE, Kolar RSD	8	0	0	0
93				Srinivasapura		AEE, Srinivasapura	7	3	3	0
94				KGF		AEE, KGF	31	6	6	0
95				Bangarpet		AEE, Bangarpet	19	3	3	0
96				Bethamanagala		AEE, Bethamanagala	16	6	6	0
97				Malur		AEE, Malur	20	14	9	5
98				Mulbagal		AEE, Mulbagal	9	5	5	0
99				Chintamani CSD		AEE, Chintamani CSD	4	2	2	0
100				Chintamani RSD		AEE, Chintamani RSD	14	7	7	0
101				Sidlaghatta USD		AEE, Sidlaghatta USD	0	0	0	0
102				Sidlaghatta RSD		AEE, Sidlaghatta RSD	7	7	7	0
103				Chickballapur CSD		AEE, Chickballapur CSD	16	10	10	0
104				Chickballapur RSD		AEE, Chickballapur RSD	6	0	0	0
105				Gowribidanur		AEE, Gowribidanur	24	13	13	0
106				Gudibande		AEE, Gudibande	35	19	19	0
107				Bagepally		AEE, Bagepally	18	14	14	0
				Sub Total-5	259	113	108	5		
108	Davanagere	21	63	Davanagere CSD-1	17.07.2021/ 21.08.2021/ 18.09.2021	AEE, Davanagere CSD-1	18	8	8	0
109				Davanagere CSD-2		AEE, Davanagere CSD-2	4	5	5	0
110				Davanagere RSD		AEE, Davanagere RSD	4	4	4	0
111				Anegodu		AEE, Anagodu	5	3	3	0
112				Jagaluru		AEE, Jagaluru	2	2	1	1
113				Chennagiri		AEE, Chennagiri	9	8	8	0
114				Santhebennur		AEE, Santhebennur	6	3	3	0
115				Harihara		AEE, Harihara	19	11	6	5
116				Honnali		AEE, Honnali	10	2	0	2
117				Nyamthi		AEE, Nyamthi	3	2	1	1
118				Harapana Halli		AEE, Harapana Halli	5	2	0	2
119				Telagi		AEE, Telagi	16	6	6	0
120				Chitradurga CSD		AEE, Chitradurga CSD	3	2	2	0
121				Chitradurga RSD		AEE, Chitradurga RSD	3	2	2	0
122				Hosadurga		EE, Chitradurga	11	7	7	0
123				Holalkere		AEE, Holalkere	8	5	5	0
124				Srirampura		AEE, Srirampura	13	6	6	0
125				Hiriyur		AEE, Hiriyur	17	9	9	0
126				Chellakere		AEE, Chellakere	5	0	0	0
127				Molakalmuru		AEE, Molakalmuru	11	0	0	0
128				Talaku		AEE, Talaku	13	7	7	0
				Sub Total 3	185	94	83	11		

129	Tumkur	19	57	Tumkur CSD-1	17.07.2021/ 21.08.2021/ 18.09.2021	AEE,Tumkur CSD-1	23	11	11	0
130				Tumkur CSD-2		AEE,Tumkur CSD-2	18	9	9	0
131				Kyatasandra		AEE,Kyatasandra	17	10	10	0
132				Tumkur RSD-1		AEE,Tumkur RSD-1	30	13	13	0
133				Tumkur RSD-2		AEE,Tumkur RSD-2	26	8	8	0
134				Gubbi		AEE,Gubbi	18	12	12	0
135				Nittur		AEE,Nittur	20	8	8	0
136				Kunigal		AEE,Kunigal	47	0	0	0
137				Huliyuru Durga		AEE,Huliyuru Durga	22	26	22	4
138				Yediyur		EE, Yediyur	20	8	8	0
139				Tiptur		AEE,Tiptur	12	5	5	0
140				Turuvekere		AEE,Turuvekere	13	12	12	0
141				Chikkanayakana Halli		AEE, Chikkanayakana Halli	4	4	2	2
142				Madhugiri		AEE, Madhugiri Dvn	12	1	1	0
143				Kodigenahalli		AEE,Kodigenahalli	0	5	5	0
144				Shira CSD		AEE,Shira CSD	15	6	6	0
145				Shira RSD		AEE,Shira RSD	6	5	3	2
146	Koratgere	AEE,Koratgere	17	11	11	0				
147	Pavgada	AEE,Pavgada	20	6	6	0				
				Sub Total-8	340	160	152	8		
			Total		1924	871	821	50		

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:

Commission's Views:

BESCOM 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. 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.

Compliance by BESCOM:

The month wise details of number of Open access consumers, open access units scheduled/ consumed and forfeited energy are depicted in the following table for FY-21.

Table 6.2

Months	No. of Consumers	SLDC Schedule	Forfeited energy	Actual Consumption	Open Access Units	BESCOM Units	Revenue Gain in Crs.
Apr-20	21	17.74	0.36	44.49	17.39	27.10	0.38
May-20	35	29.77	0.24	34.68	29.52	5.15	0.25
Jun-20	39	31.26	1.46	73.68	29.80	43.88	1.55
Jul-20	33	27.42	1.36	65.39	26.06	39.33	1.45
Aug-20	30	32.10	1.44	66.07	30.65	35.42	1.53
Sep-20	33	34.27	1.17	65.66	33.10	32.56	1.24
Oct-20	32	31.90	0.33	71.91	31.58	40.34	0.35
Nov-20	36	21.18	0.32	72.43	20.85	51.57	0.34
Dec-20	33	22.99	0.15	73.61	22.84	50.77	0.16
Jan-21	10	6.74	0.12	19.30	6.62	12.68	0.13
Feb-21	16	9.14	0.28	44.30	8.85	35.45	0.30
Mar-21	20	9.64	0.27	56.57	9.37	47.19	0.28
FY-21		274.14	7.50	688.08	266.64	421.45	7.94

The month wise details of number of Open access consumers, open access units scheduled/ consumed and illegally banked energy are shown in the following table for FY-22(up to Sept-21).

Table 6.3

Months	No. of Consumers	SLDC Schedule	Forfeited energy	Actual Consumption	Open Access Units	BESCOM Units	Revenue Gain in Crs.
Apr-21	21	18.37	0.27	57.18	18.10	39.09	0.29
May-21	17	18.30	0.33	51.92	17.97	33.95	0.35
Jun-21	16	13.93	0.32	49.40	13.60	35.80	0.34
Jul-21	16	12.44	0.21	49.45	12.23	37.23	0.22
Aug-21	19	9.29	0.17	56.86	9.12	47.74	0.18
Sep-21	16	13.94	0.15	48.08	13.80	34.29	0.15
FY-22		86.26	1.45	312.90	84.81	228.09	1.53

3) Directive on Energy Conservation:

Commission's Views:

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 lights and the compliance thereon shall be submitted to the Commission, once in a quarter on a regular basis. The jurisdictional Executive Engineers / Superintending Engineers shall inspect the new installations, selected at random basis, to cross check the compliance to the directive by the field offices.

Compliance by 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.

Table 6.4

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

- Letters have been addressed to all the CEEs of Zonal offices vide dtd: 23.12.2020 & 05.10.2021 to take action for replacement of all the existing incandescent bulb, CFLs and conventional fluorescent tube lights by LED bulbs, LED tube lights and BEE star rated ceiling fans in own offices of their jurisdiction and to submit the energy savings. The details of Energy savings will be submitted after replacement.
- Circular has been issued, with directions to the field officers vide No.: BESCOM/BC-51/ 003/2020-21/CYS-18 dtd:13.11.2020 regarding creating awareness among the consumers for use of Energy efficient equipment, LED bulbs, LED tubelights and its advantages in reduction of monthly energy bills. Further, during Consumer Interaction Meeting at Sub divisional Offices, the AEEs are insisting the public to install energy efficient equipment in their premises.
- Also GoK have initiated Grama Ujala, to promote LED bulbs in Rural areas, the scheme is under process, the consumer data has been shared with M/s EESL for carrying out surveying rural areas.
- Action has been initiated to ensure servicing of all new streetlight/high mast installations only after LED lamps/energy efficient lamps like induction lamps are provided to the street light points.
- D.O. letters are addressed to all the CEEs of Zonal offices vide dtd: 13.11.2020 and letters addressed to all the SEEs of O&M Circles vide dtd: 12.07.2021. Further, letter has been addressed to all the CEEs of Zonal offices vide dtd: 02.09.2021.
- Progress of Hosa Belaku and Pavan Schemes for FY-19 ,FY-20 &FY-21(April-18 to March-21) are as follows:

Table 6.5

Particulars	Progress (No.s) for FY-19	Progress (Nos) for FY-20	Progress (Nos) for FY-21
9W LED bulbs	12,37,479	6,45,827	3,16,573
20W LED tube light	42,249	11,567	0
BEE 5 star rated Ceiling Fan	13,249	7,670	0

- Quarterly Progress of Hosa Belaku and Pavan Schemes for FY-22 (April-2021 to June-2021& July-2021 to September-2021) are as follows:

Table 6.6

Particulars	Progress (Nos) (April to June)	Progress (Nos) (July-September)
9W LED bulbs	19,128	23637
20W LED tube light	111	813
BEE 5 star rated Ceiling Fan	0	0

- Cumulative progress of Hosa Belaku and Pavan Schemes from initiation of scheme till September-21 is as follows:

Table 6.7

Particulars	Progress (Nos)
9W LED bulbs (Dec-2015 to September-2021)	1,13,78,948
20W LED tube light (Jan-2017 to September-2021)	2,74,378
BEE 5 star rated Ceiling Fan (Apr-2017 to September-2021)	41,757

- Further, GoK vide its letter no.: EN 479 VSC 2021 dtd:25.06.2021 has directed EESL to improve overall progress of LED sales and to share any working/successful model to increase sale of LED bulbs.
- EESL is appointed by GoI as implementing agency for Ujala Scheme BESCOM has also requested M/s EESL to implement the same vide letters no.: BESCOM/BC-51/GNL-042/2020-21/2460-62, dtd:15.01.2021 , BESCOM/ BC-51/GNL-042/2021-22/748-51, dtd:12.07.2021 and BESCOM/ BC-51/GNL-042/2021-22/1050-52 dtd: 02.09.2021.
- Circular has been issued for the field officers vide no.: BESCOM/BC-51/003/2020-21/ CYS-18 dtd:13.11.2020 regarding creating awareness among

the consumers for use of Energy efficient equipment, LED bulbs, LED tubelights and its advantages in reduction of monthly energy bills.

- BESCOM has conducted following consumer awareness program:
 - The Energy Savings tips also made available in **BESCOM mobile App- BESCOM Mithra**, for consumer awareness.
 - Awareness on use of LED, star rated equipment, solar water heater **in the monthly electricity bills** is also made available.
 - Advertisements through magazines, newspapers, posters, pamphlets, brochure.
 - Energy savings posted in Social media such as facebook- Namma BESCOM page, Twitter, Website.
 - Awareness through stalls, TV, Radio Jingles.
 - Awareness through Consumer Interaction meeting at Sub divisional Offices.
 - **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 **Vidyuth Rakshak**.

BESCOM will continue to take up awareness program to educate the consumers.

- Also, following actions have been taken:
 - 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.
 - 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.
- Action has been initiated to replace all conventional lighting system to LED based lighting system in BESCOM owned buildings by addressing letters to all the CEEs of Zonal offices vide dtd:23.12.2020. & 05.10.2021.
- Issued circulars vide dated 15.09.2016 and 06.05.2017 to the field officers, to service with timer switches only, for any new street light installations and also for any extension/modification to be carried out to the existing street light installations.
- In this regard, D.O. letters are addressed to all the CEEs of Zonal offices vide dtd: 13.11.2020.

- Letters addressed to all the SEEs of O&M Circles vide dtd: 12.07.2021.
- Further letter have been addressed to all the CEEs of Zonal offices vide dtd:02.09.2021

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

Commission's Views:

The Commission reiterates and directs BESCOM to conduct awareness campaign at the Hobli level 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 power men to educate them on the SoP and the consequences of non- adherence to the SoP.

Further, the Commission directs that, BESCOM shall update and keep circulating the "HAND BOOK" in Kannada on the SoP and arrange to distribute to all the staff and stake holders.

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

Further, All the ESCOMs are hereby informed that the Government of India, Ministry of Power has issued Implementation of Electricity (Rights of Consumers) Rules, 2020 for implementation with immediate effect. All the Distribution Companies in the State are required to take necessary action to implement these Rules without any let up. In the light of this, BESCOM is hereby directed to conduct awareness programme to its officers and staff on these Rules and ensure that these Rules are implemented in all its letter and spirit. The Commission would regularly monitor the implementation of these Rules by the ESCOMs. BESCOM is also directed to propose amendments, if any, to the existing Regulations in order to enable complete implementation of these Rules.

Compliance by 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 the BESCOM fails to achieve the Standards of Performance. The SoP parameters as stipulated in the (Licensee's Standards of Performance) Regulations, 2004 have been displayed in all the sub-divisions, Divisions and Circle offices for the information of consumers.

BESCOM has displayed the SoP parameters as stipulated in the (Licensee's Standards of Performance) Regulations, 2004 for information of the consumers in all Sub-division Offices, Divisions and circles. BESCOM as directed all the Superintending Engineers of O&M Circles 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 Standards of Performance. Accordingly the Divisional officers are conducting orientation program to their staff during the meetings conducted. Further the Sub-Divisional officers are imparting the SoP to all consumers visiting the office and the Awareness is being created during the CIM meetings conducted at Sub-Divisions every 3rd Saturday. BESCOM has also directed its field officers to create awareness among public on SoP at Hobli level in their respective jurisdictions. BESCOM has published the "HAND BOOK" in Kannada on the SoP and distributed to all the staff and stake holders.

BESCOM had submitted its comments/opinions on Electricity (Rights of Consumer) Rules 2020 to the Hon'ble Commission.

Table 6.8

Quarter - II of FY20 (JULY2021 to SEPT 2021)												
Sl No	Number of Divisions	No of Subdivisions	No of Subdivisions where SoP is displayed	No of O&M Sections	No of O&M Sections where SoP is displayed	No of violations, if any, by Officers Subdivision-wise	Amount of penalty levied, if any, on the Officers in Rs.	Amount paid to the Consumers, if any, for delayed services in Rs.	Number of awareness campaigns conducted in Hobli level for educating consumers	No of Orientation program conducted for educating the Officers and Field staff, up to the level of Linemen on the SoP and Consequences for non-adhering	Action taken on publishing the Handbook on SoP and distributing to all the Staff & Stakeholders	Remarks / Awards given to Best Performing Subdivision / Section in respect of Adherence to SoP
1	2	3	4	5	6	7	8	9	10	11	12	13
1	32	147	147	535	535	NIL	NIL	NIL	NIL	NIL	Hand books on SOP are Published and are being distributed to field officers and staff and stakeholders	YES, The awards for Best performing circle/ division/ sub-division are distributed for overall performance in 17 parameters where in SoP is one of the parameter considered for award

Note:- The orientation program conducted for educating the Officers and Field staff, up to the level of Linemen on the SoP and Consequences for non-adhering by the SEEs and Ees at respective Jurisdictions

The awareness campaigns on SoP is being imparted to all the customers attending to CIMs conducted on 3rd Saturday of Every MOnth. The details of the SoP is all displayed at all offices of BESCOM.

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

Commission's Views:

The Commission reiterates its directive that the BESCOM shall ensure that, all the power men and other field staff are provided with adequate and appropriate safety equipment and the power men and other field staff use the safety gears and equipment, while carrying out the work in the field. The compliance in this regard shall be submitted once in a quarter to the Commission regularly. Protocols should be drawn on procedures to be adopted / roles and responsibilities fixed in respect of all those involved in working on (live) lines / installations for repairs etc., based on case studies.

Compliance by 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 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.

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

Commission's Views:

The Commission 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.

Compliance by BESCOM:

- Issued circulars vide dated 15.09.2016 and 06.05.2017 to the field officers, to service with timer switches only, for any new street light installations and also for any extension/modification to be carried out to the existing street light installations.
- D.O. letters are addressed to all the CEEs of Zonal offices vide dtd:13.11.2020 to ensure while servicing of all new streetlight/high mast installations only after LED lamps/energy efficient lamps like induction lamps are provided to the street light points along with timer switches only.
- Letters addressed to all the SEEs of O&M Circles vide dtd: 12.07.2021 regarding coordination with the local bodies for installation of timer switches for street light installations.
- Also letters are addressed to all the CEEs of Zonal offices vide dtd:02.09.2021 to ensure while servicing of all new /extension/modification of streetlight ensure that LED lamps/energy efficient lamps like induction lamps are provided to the street light points along with **timer switches only.**

- Further, the Director, Directorate of Municipal Administration vide letter dated 21.07.2018 have stated that as per the Government order dated 15.03.2018, all the Smart Cities and Urban Local Bodies of Karnataka has been directed to replace 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.

In this regard, BESCOM requested Directorate of Municipal Administration regarding status of implementation vide email dtd: 08.10.2021.

The Directorate of Municipal Administration have furnished the progress vide email dtd: 08.10.2021 as follows:

- Bangalore Urban, Bangalore Rural, Tumkur, Chickaballapura & Ramanagar - Tender are in evaluation stage
- Kolar, Chithradurga, Davangere - the tenders have been invited to appoint PPP Concessionaire under PPP mode.
- Tumakuru City corporation work under verge of completion,
- Davanagere City Corporation - Work is under progress.

Table 6.9

Quarter -2 of FY-22 (July 2021 to September 2021)									
Sl No	Total Number of Street Light Installations Existing as at the beginning of the quarter	No. of installations provided with timer switches	Total Number of Street Light Installations Serviced during the quarter	Total Number of Street Light Installations Serviced during the quarter with Timer Switches	Total Number of SL installations at the end of the month	Balance No. of installations to be provided with timer switches	Timer Switches provided by ESCOMs / Corporation s etc.,	Likely date of providing Timer Switches to all SL installations	Remarks / Issues
1	2	3	4	5	6=2+4	7=6-(3+5)	8	9	10
1	63076	20927	135	670	63211	41,614	Corporation	-	D.O. letters are addressed to all the CEEs of Zonal offices vide dtd:13.11.2020 to ensure while servicing of all new streetlight/high mast installations only after LED lamps/energy efficient lamps like induction lamps are provided to the street light points along with timer switches Also letters addressed to all the SEEs of O&M Circles vide dtd:12.07.2021 regarding coordination with the local bodies for installation of timer switches for street light installations

7) Directive on load shedding:

Commission's Views:

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 information on dissemination on outage 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 has noted with concern that, the failure rate of distribution transformers is increasing enormously thus increasing the interruptions which are causing inconvenience to the consumers. The Commission notes that, though the availability of power has improved resulting in surplus power situation, the

distribution network reliability has not similarly improved, causing frequent disruptions in power supply, causing hardship to the consumers and also loss of revenue to the 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 have also contributed to the increase in number of failures of Distribution Transformers.

The Commission hereby directs BESCOM to continue 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 to effectively monitoring and supervise the work of periodical maintenance and repair to the transformers and fix personal responsibility on the erring staff / officer in case of poor maintenance and poor quality of repairs. While, BESCOM has not indicated anything about conducting orientation program.

Workshops to the field staff to equip and motivate them to attend to the minor faults at site itself wherever possible and restore power supply as early as possible and the action taken on the on the erring staff / officer in case of poor maintenance and poor quality of repairs.

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

Compliance by BESCOM:

BESCOM is using “URJA MITRA”, the mobile based & web-based application developed and deployed by the REC Transmission Projects Company Limited (RECTPCL), under the initiative of Ministry of Power, to disseminate information on outage, 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. Complaints on Power outage, registered at “URJA Mitra” are also being attended by the staff of BESCOM Helpline / field officers. Around 90% of Consumer database has been uploaded in URJA Mitra portal and also API of Consumer database updation through API is integrated with RAPDRP Consumer database.

The following project is being implemented in BESCOM to minimize power supply interruptions & ensures 24X7 power supply.

- 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 Optical 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 consumers.
- Reduction in T & D and AT & C losses & improved load management.
- Reduction in the failure rate of distribution transformers due to LT line short circuit.
- Reduction in Unauthorized connections by tampering.
- The fatal accidents due to snapping of OH line conductors & inadequate OH line to ground clearances due to conductor sagging can be prevented.
- Reduction in number and duration of interruptions.
- Lower maintenance costs, voltage variations will be reduced and lower chances of developing faults.

Depending on the available generators, SLDC, KPTCL is giving availability on day ahead basis. BESCOM is submitting the projection of demand for power in MUs for every succeeding month to the Commission.

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

Commission's Views:

The Commission hereby 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 the complaints registered. The compliance in this regard shall be furnished once in a quarter regularly, to the Commission.

Compliance by BESCOM:

BESCOM has established the 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 are deployed through outsourcing Agency and are working round the clock.

BESCOM has instructed the agency to impart suitable training on public relations and behavioral attitude, interpersonal relations to the executives. The agency not only exercises great care in recruiting its executives but also ensures Executives undergo rigorous training before they are deployed to CCC. As a

service provider they have rendered exceptional quality in customer service. The executives have often received appreciations from customers for demonstrating patience in the manner which they handle customers queries. Besides they have customized a 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. 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 AGM to supervise and review all the activities of the CCC, 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 has published its Consumer call center contact details in our Website, BESCOM Mitra App, Social media handles like Facebook and Twitter. Further the details of Consumer call center are being published in the Newspapers and Social Media.

Table 6.10

For 2 nd Quarter July-2021 to September-2021												
Name of the BESCOM	FY	Total complaints received at central complaint center	Total complaints received other than central complaint(*)	Total complaints Received	Details of complaints received						Time taken to attend complaints	
					Fuse of call	LT Line	Transformer Failure Complaint	Other Category Complaints	11kV Feeder (No. of Interruptions only)	Total	Min. time & Max. time	
		A	B	C = A+B	D	E	F	G	H	I=D+E+F	Min	Max
BESCOM	2nd Qtr of 2021-22	820824	74491	895315	845497	16482	3880	29456	1753	895315	33Min	35Mins
1753 are 11kv interruptions, not complaints. Due to these 11kv interruptions, the complaints may be registered (as shown in Column A or / and Column B) .												

9) Directive on Energy Audit

Commission's Views:

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 measures 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 energy audit, feeder-wise, DTC-wise 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 electromechanical meters etc.

Compliance by BESCOM:

BESCOM is carrying out the feeder to consumer wise energy audit of all the feeders covering 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 monthly basis. Presently BESCOM is carrying out Feeder to consumer energy audit as all the DTCs are not metered.

Due to many technical reasons in the DTC's like meter display failure, DTC wiring problems and MNR/meter burnt out, the consumption recording is difficult. Action has been initiated and instructed the field officers to set right the ambiguities at the earliest and monitor DTC loss levels and to furnish the reports to corporate office.

Further, Micro plan works are taken up for each subdivision wherein, a nodal officer is deputed to each subdivision and two feeders per O&M section per month are being taken up for set righting the issues in those feeders like Tagging, minor maintenance works etc to carry out the proper energy audit. Feeder wise powerman is appointed who shall be responsible for maintaining the reliability of the feeder. A circular is issued vide No. BESCOM/BC-01/TA2MD/2021-22/45, dt: 20.06.2021.

Also, Action is taken for developing the formats for efficient monitoring of DTCs energy Audit. DTC wise meter readers are appointed to carry out the DTC energy audit. A circular has been issued from Director (Finance) vide No.: BESCOM/D(F)/BC-03/2021-22/289, dt: 08.07.2021.

The statement of losses recorded in towns and cities for month of Sep-21 are as below.

Table 6.11

Name of the town	% T&D for Sep-21-DCB
ANEKAL	8.52
BANGALORE	6.42
BANGARAPETE	9.59
CHALLAKERE	9.83
CHANNAPATNA	8.10

CHIKKABALLAPURA	9.95
CHINTHAMANI	10.21
CHITRADURGA	7.76
DAVANAGERE CSD	7.73
DODDABALLAPURA	12.03
GOWRIBIDANUR	6.83
HARAPPANAHALLI	6.35
HARIHARA	2.58
HIRIYUR	9.78
HOSAKOTE	4.41
KANAKAPUR	7.11
KGF	8.46
KOLAR	9.05
KUNIGAL	12.80
MULABAGILU	8.53
RAMANAGARA	4.61
SHIDLAGATTA	8.67
SIRA	11.78
TIPTUR	8.57
TUMKUR CSD	8.54

Action is 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. The feeder wise and DTC wise energy audits are being viewed in the review meetings. Also action plan for conducting such workshops are discussed in the meeting like tagging of installations, DTC's, Electro mechanical meters replacement, to meter the direct installation, Replacement of burnt CT's, Load Balancing, replacement of MNR etc.

However, Micro plan works are taken up for each subdivision wherein, two feeders per O&M section per month are being taken up for setting right the issues in those feeders including DTCs to carry out the proper energy audit.

10) Directive on Nirantara Jyothi – Feeder Separation:

Commission's Views:

The BESCOM is directed to carry out the feeder-wise analysis to ensure that the objectives set out in the DPR of NJY scheme 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 a huge cost and therefore, 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.

Since the Commission has observed that, BESCOM has segregated substantial number of feeders under different phases of NJY, the Commission hereby directs 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 later based on other assumption will not be considered by the Commission.

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.

Compliance by BESCOM:

➤ Pre and post analysis of NJY:

In respect of phase-I, the pre analysis for a period Dec-2011 to Nov-2012 and post analysis for a period May-2013 to Apr-2014 has been carried out by M/s MECON Limited, Bangalore (A Govt. of India enterprises). The analysis report was submitted to the commission vide letter No.3674 dated: 08.01.2016.

However, the findings noted in the analysis report are as under:

1. Increase in metered energy consumption by about 19%
2. Percentage decrease in energy sent after bifurcation by about 16%
3. Reduction in technical loss by about 5.5%
4. Reduction in AT&C loss by 6.5%
5. Improvement in the voltage profile.

6. Assessment of agricultural energy consumption through exclusive feeder meter.
7. Better Reliable power supply to the rural area.
8. Better consumer satisfaction

➤ **Illegal tapping of NJY feeders:**

The Field officers have been directed to take action for prevention of illegal tapping of NJY feeders by farmers. Field staffs have reported that regular vigilance raids are made against misuse of power from NJY feeders for agricultural purposes and also awareness program are conducting to avoid illegal tapping in their jurisdictions.

Feeder wise energy audit of NJY feeders being done every month and all action being taken to reduce the feeder losses for the feeder having more losses. As per the Government Order circular vide order No EN 261 VSC 2018 Bangalore Dated: 6-12-2018, from Feb-2019 to Dec-2019 an amount of Rs.647915.00 has been recovered from 83 officers who are not reduced the distribution loss within 15%.

Feeder wise IP assessment of consumption for six months from April-21 to Sept-21 will be furnished separately.

11) Directive on Demand Side Management in Agriculture

Commission's Views:

The Commission notes there was undue delay in implementation of Surya Raitha scheme in Kanakapura division. It is also observed that, while implementing the scheme, it has not obtained the funds from GoI, Farmers etc., as envisaged in the scheme. BESCOM has also not done post implementation analysis to indicate the energy savings on account of implementation of the Surya Raitha scheme. BESCOM is directed to ensure that the schemes are implemented in accordance with financing scheme, without any deviations.

Also, it could be seen that BESCOM has not taken any action to implement other DSM measures in the other parts of its distribution area, so as to conserve energy. Therefore, the BESCOM should take up DSM initiatives in other parts of

its jurisdiction in order to conserve energy and submit the suitable proposals for approval of the Commission, before taking up the work.

Compliance by BESCOM:

- 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 cooperation of the farmers plays an important role, the project was delayed and also change of implementing agency affected the delay in project execution.
- The scheme is financed by a combination of GoK subsidy, MNRE subsidy, farmer contribution and BESCOM investment as interest free loan to the farmers that has to be repaid by them through their net metering tariff revenues.
- BESCOM received GoK subsidy amount of Rs. 2.2 Crores for 250 IP sets and subsidy for additional 60 IP sets of Rs.67.47 lakhs is yet to be released. In this regard, BESCOM requested GoK for release of balance subsidy.
- BESCOM received MNRE subsidy of Rs.4.99 Crores for all 310 IP sets.
- Further, BESCOM considered the farmers contribution also as interest free loan, which will be repaid through their net metering tariff.
- M/s. C-Step submitted report on Energy Efficient Irrigation Pump sets to GoK. In this regard, BESCOM has submitted comments on the report to GoK vide letter dated 14.11.2019. Directions for the same are awaited. After the directions of GoK, BESCOM will submit the proposal to Hon'ble Commission for its approval.

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

Commission's Views:

The Commission notes and appreciates the work of completion of electrification of unelectrified households under DDUGJY scheme.

The BESCOM needs to furnish the release of grants and other financial benefits for completion of the scheme within the time extension given by the implementing agency as claimed by BESCOM. The BESCOM shall undertake

survey of any unelectrified households in its area, and electrify such households with the permission of the respective implementing agency / the GoK. The BESCOM is therefore, directed to expedite the task of providing electricity to all the unelectrified households and report compliance to the Commission, giving the details of the progress.

Compliance by BESCOM:

All the un-electrified BPL households surveyed under DDUGJY scheme are electrified. M/s REC has given time extension up to DECEMBER-2020 for completion of works. In BESCOM, works under DDUGJY have been completed during MARCH-2020. The details of release of grants and other financial benefits are as follows,

- Total Sanctioned project cost : Rs.235.36 Crores.
- Eligible grant (60% of sanctioned cost): Rs.141.20 Crores
- Total grant released as on date : Rs.127.75 Crores
- Balance eligible grant to be released : Rs.13.45 Crores

M/s REC will release the balance eligible grants after the acceptance of closure proposals. The closure proposals are submitted to REC, Bangalore through energy department, GoK for acceptance. M/s REC has conveyed the acceptance to closure proposals on 02.09.2021. The claim for release of final trench of grant is submitted to REC.

BESCOM intends to implement such schemes for electrification of un-electrified households either sponsored through Central/State government in future course of time. At present any un-electrified household comes up for electrification, the household's electrification work is taken up and completed immediately as and when the applicants file their applications duly following the KERC norms in arranging power supply.

13) Directive on Implementation of Financial Management Framework:

Commission's Views:

The Commission hereby directs 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-performing divisions in sales with low performing divisions, in terms of low AT & C loss levels and high revenue realization, so as to plug the loopholes in low performing divisions.
- g) Targets and 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 cent per cent meter reading, billing, and collection, through identification of feeders showing high losses, sub-normal consumption in meters, replacement of non-recording meters etc.

The Commission reiterates its directive that the BESCOM shall continue to implement the Financial Management Framework Model and report compliance thereon regularly, 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. The Commission directs BESCOM to submit the financial frame work analysis for FY20 and FY21 within May 2021.

Compliance by BESCOM:

- BESCOM has submitted the financial frame work analysis for the FY-20 and FY-21 to the Commission.

- BESCOM has already fixed monthly Collection Target and instructed the field officers to chalk out a robust action plan 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.
- Also instructed the CE's/CA's of Zonal office vide letter nos under reference to improve billing efficiency, to reduce T&D Losses, achieve ARR and other revenue parameters as per the targets fixed.
- GM(R)/DGM(R)-2/AGM(R)-1/SA/ BC-22/2202(16)/2020-21/2429 to 2438 Dated 27.01.2021 to achieve the targets fixed by the company.
- GM(R)/DGM(R)-2/AGM(R)-1/SA/ BC-22/2225/2020-21/CYS-06 &09 dated 14.08.2020 to collect the revenue arrears from various local bodies.
- GM(R)/DGM(R)-2/AGM(R)-1/SA/ BC-01/20-21/146; BC-22/2225/20-21/2357 to 2372 Dated 20.11.2020, 21.01.2021 to take necessary action to collect revenue arrears.
- D(F)/GM(R)/DGM(R)-2/AGM(R)-1/SA/ BC-22/2202(16)/2020-21/ 2703 to 2727 (for all the zones) Dated 26.02.2021 to adopt Best practices of BESCOM in Reading, Billing, Collection, Recovery of arrears, Reduction of Zero consumption/DL/ MNR installations.

14) Directive on Prevention of Electrical Accidents:

Commission's Views:

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 the sub-standard works carried out by BESCOM without 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 about likely hazards 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 a well-defined 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.

Compliance by BESCOM:

Hazardous locations will be attended on priority basis. BESCOM has submitted the details of hazardous locations and action plan for rectification of hazardous locations.

Various Safety awareness programmes to educate field staff and public will be done periodically such as

Safety Awareness Programmes for Staff,

- 1) Safety Day conducted on every third Saturday of the month.
- 2) Strict guidelines & instructions issued to all the Powermen to use the safety gear in day to day routine works & officials to ascertain the use of safety gear by Powermen working under them.
- 3) Every Monday the section officer will conduct a safety meeting before starting the work and will preach Safety Mantra to all field staff.

Tentative Training programmes to Maintenance Staff

Table 6.12

Sl No	Schedule	Details	Remarks
1	Oct-21 to 2nd Nov-21	58 Participants for 28 days Two batches	Assistants
2	8 th Nov-21 to 02 nd Dec-21	21 Participants for 19 days	Meter readers to Junior Engineers
3	15 th Nov-21 to 22 nd Dec-21	17 Participants for 30 days	
4	6 th Dec-21 to 12 th Jan-22	20 Participants for 30 days	LM to MR
5	27 th Dec-21 to 3 rd Feb-22	25 Participants for 30 days	MR to JE
6	17 th Jan-22 to 23 rd Feb-22	20 Participants for 30 days	LM to MR
7	7 th Feb-22 to 16 th Mar-22	25 Participants for 30 days	LM to MR
8	1 st Mar-22 to 7 th April-22	20 Participants for 30 days	LM to MR

Safety Awareness Programmes for Public are:

1. Safety Pamphlets are being distributed to each household in BESCOM jurisdiction regarding safety measures along with monthly energy consumption bill
2. Safety awareness to the public regarding dos and don'ts in matters relating to handling of electricity during CIM every third