

APPENDIX

NEW DIRECTIVES

AND

REVIEW OF COMPLIANCE OF PREVIOUS DIRECTIVES ISSUED BY THE COMMISSION

1. The following new directives are issued by the Commission:

i. Directive on conducting Consumers' Interaction Meetings in the O & M sub-divisions for redressal of consumer complaints:

During the Public Hearings held by the Commission to hear the views, comments & suggestions of the consumers and other stakeholders on the ESCOMs' Tariff applications, it was brought to the notice of the Commission by the consumers that the Consumer Interaction Meetings chaired by the Superintending Engineers, in the O&M sub-divisions of ESCOMs are not being conducted regularly, thus denying them of the opportunity to attend such meetings to air their complaints/ grievances pertaining to supply of electricity and any others issues. The consumers have urged the Commission to ensure that ESCOMs take necessary action to make the sub-divisions conduct Consumer Interaction meetings regularly to hear and address the consumer grievances.

The Commission strongly opines that if the ESCOMs conduct consumer interaction meetings regularly, not only most of the grievances of the consumers could be redressed in such meetings, the ESCOMs could also redesign/realign their operations and investments on capital and other works to optimally deliver better and satisfactory service to the consumers. Such development could also increase the efficiency and revenues of the ESCOMs.

Hence, the Commission hereby directs the GESCO to ensure that Consumer Interaction Meetings chaired by the Superintending Engineers, are conducted in each O&M sub-division according to a pre-published schedule, at least once in every three months. Further, the consumers shall be invited to such meetings in advance through emails, letters, notices on GESCO's website, local newspapers etc., to facilitate participation of maximum number of consumers in such meetings. The GESCO should ensure that the proceedings of such meetings are recorded and uploaded on its website, for the information of consumers. Compliance in this regard shall be reported once in three months to the Commission, indicating the date, the number of consumers attending such meetings and the status of redressal of their complaints.

If the GESCO fails to ensure 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, and also direct that such penalty shall be recovered from the concerned Superintending Engineer who fails to conduct such meetings.

ii. 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 has noticed that, year on year, there has been a substantial increase in the number of EHT and HT consumers of the distribution licensees opting for open access resulting in substantial volume of energy being procured through Power Exchanges, which imposes a burden on the SLDC, in grid management.

Further, in accordance with the stipulations in Clause 6.3 (f) of the Karnataka Electricity Grid Code (KEGC),2015, under the chapter on Operation Planning, in order to facilitate demand estimation for operational purpose, the distribution licensee (ESCO) is required to

provide to the SLDC, on a day ahead basis, at 09.00 hours each day, its estimated demand for each 15-minute block, for the ensuing day. The distribution licensee is also required to provide to the SLDC, the estimates of loads that may be shed, when required, in discrete blocks, with the details of arrangements of such load shedding. Consequent to such stipulation the ESCOMs are required to prepare monthly energy bills in respect of EHT/HT consumers importing power through power exchange under Open Access, by considering 15 minute's time block. However, it is observed that except in rare cases, this billing requirement is not being complied with the ESCOMs.

In view of this, the Commission directs the GESCO 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. The GESCO shall implement the directive forthwith and the compliance regarding the same shall be submitted monthly from May, 2017 onwards, to the Commission, regularly.

2. Review of Compliance of Existing Directives:

The Commission had in its earlier Tariff Orders and other communications issued several directives for compliance by the GESCO. While reproducing such directives, the compliance of the directives as reported by the GESCO is analyzed in this Section.

i. Directive on Energy Conservation:

The Commission had directed the ESCOMs to service all the new installations only after ensuring that the BEE *** (Bureau of Energy Efficiency five-star rating) rated Air Conditioners, Fans, Refrigerators, etc., are being installed in the applicant consumers' premises.**

Similarly, ESCOMs were directed to ensure that all new streetlight/high mast installations including extensions made to the existing streetlight

circuits shall be serviced only with LED lamps/energy efficient lamps like induction lamps.

Further, the Commission had directed the ESCOMs to take up programmes to educate all the existing domestic, commercial and industrial consumers, through media and distribution of pamphlets along with monthly bills, regarding the benefits of using five-star rated equipment certified by the Bureau of Energy Efficiency in reduction of their monthly electricity bills and conservation of precious energy.

Compliance by the GESCOM:

The Commission has issued the directive on energy conservation and the GESCOM has taken action to service all the new installation only after ensuing that **the** BEE ***** rated Air conditions, Fans, Refrigerators, etc., are being installed in the applicant consumers' premises. Further, new streetlight/high mast installations including extensions made to existing streetlight circuits are being serviced with LED lamps/energy efficient lamps.

Further, the GESCOM has conducted awareness programme to all the existing domestic commercial and industrial consumer regarding the benefits of using five star rated equipment certified by the Bureau of Energy Efficiency in reduction of their monthly electricity bills and conserving precious energy during consumer interaction meetings at sub-divisions. Also, continuous awareness is being carried out by distributing the pamphlets, through print & digital media and in the monthly electricity bills also.

Commission's Views:

The Commission observes that the GESCOM has not submitted the compliance regularly on implementation of the directive. It is also observed from the GESCOM's report that it has merely issued a circular to all its officers to use BEE five-star rated Energy Efficient Appliances, and

has not taken any further effective steps in the field to ensue service to all new installations only with BEE five-star rated Air Conditioners, Fans, Refrigerators, etc., in the applicant consumers' premises. The GESCOM should focus on effective implementation of this directive by reviewing periodically the progress/status of implementation of its circular instructions by its field officers and take corrective action wherever necessary.

Further, it is also important that the GESCOM draws up a continuous awareness programme to educate the consumers about the benefits of using the energy efficient appliances in their premises and ensure increase in use of energy efficient appliances.

The Commission reiterates that the GESCOM shall service all the new installations only after ensuring that the BEE *** (Bureau of Energy Efficiency five-star rating) rated Air Conditioners, Fans, Refrigerators, etc., are being installed in the applicant consumers' premises and the compliance thereon shall be reported to the Commission once in a quarter regularly.**

ii. Directive on implementation of Standards of Performance (SoP):

The Directive issued was as follows:

"The GESCOM is directed to strictly implement the specified Standards of Performance while rendering services related to supply of power as per the KERC (Licensee's Standards of Performance) Regulations, 2004. Further, the GESCOM is directed to display prominently both in Kannada and English 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 energy meters, reconnection of power supply, etc., rendered by it as per Schedule-1 of the KERC (Licensee's Standards of Performance) Regulations, 2004 and Annexure-1 of the KERC (Consumer Complaints Handling Procedure) Regulations,

2004, on the notice boards in all the O & M sections and O & M sub-divisions in its jurisdiction for the information of consumers as per the following format:

Nature of Service	Standards of performance (indicative minimum time limit for rendering services)	Primary responsibility centers where to lodge complaint	Next higher Authority	Amount payable to affected consumer

The GESCOM shall implement the above directives within one month from the date of this order and report compliance to the Commission regarding the implementation of the directives."

Compliance by the GESCOM:

The GESCOM has implemented the specified Standards of Performance while renderings services related to supply of power as per the KERC (Licensee's Standards of Performance) Regulations, 2004 and has displayed the details of specified standards of performance on the notice boards in all its O&M section and sub-division offices for the information of the consumers.

Further, the GESCOM has conducted interaction meetings for educating the consumers about standards of performance. The compliance on the above is being submitted to the Commission regularly.

The status of implementation of the above directive in the GESCOM is as follows:

O&M sub-divisions				O&M sections			
Total sub-divisions	No. of sub-divisions where SoP parameters have been displayed	Balance	Likely date of completion	Total sections	No. of sections where SoP parameters have been displayed	Balance	Likely date of Completion
53	53	0	-	245	245	0	-

Monitoring of Overall Performance Standards Relating to Distribution and Supply of Power for the month from April to September 2016 is given below:

Sl.No.	Nature of Service	Standards Of Performance (Maximum time limit for rendering service)	Number of Cases pending at the beginning of the month	Number of Cases received during the month	Total	Cases attended to within the Time limit prescribed in the Regulation	Cases attended to beyond the Time limit prescribed in the Regulation	Balance at the end of the month	Reasons for the delay in attending the cases
1	2	3	4	5	6=4+5	7	8	9	10
1	Normal Fuse Off								
	Cities & Towns	Within 6 Hrs	16	89773	89789	88497	1243	49	
	Rural Areas	Within 24 Hrs	15	89926	89941	85273	4635	33	
2	Line Break downs			0					
	Cities & Towns	Within 6 Hrs(10 hrs if poles are broken down)	14	1874	1888	1767	107	14	Major line fault.
	Rural Areas	Within 24 Hrs (in all cases)	14	6967	6981	5300	1639	42	
3	Distribution Transformer failure								
	Cities & Towns	Within 24 Hrs	3	756	759	723	16	20	
	Rural Areas	Within 72 Hrs	156	5607	5763	5113	523	127	
4	Period of Scheduled Outages			0					
	Maximum duration in single stretch Restoration of supply	Not to exceed 12 hrs By 6 PM on any day	0	147	147	142	5	0	
5	Voltages variations								
	Where no expansion or enhancement of network is involved	Within 7 days	7	1018	1025	977	44	4	
	Where up gradation or distribution system is required	Within 120 days	0	304	304	258	41	5	
	Opening of neutral and neutral voltage	Within 6 Hrs.in cities Within 24 hrs.	0 1	258 352	258 353	238 318	20 35	0 0	
6	Meter Complaints								
	Inspect and check correctness	Within 7 days	0	4115	4115	3898	207	10	
	Replace slow creeping or stuck meters	Within 10 days	16	1435	1451	1385	44	22	
	Replace burnt meters if cause not attributable	Within 7 days of receipt of complaint	302	1270	1572	1115	76	381	
	Replace burnt meter in all other cases	Within 24 hrs. of payment of charges by consumer	73	1098	1171	1012	132	27	

	Application for new connection /additional load			0					
	Release of supply where service is feasible from existing network	Within one month	7125	39029	46154	36481	1239	8434	Due to network problem
7	Release of supply where network expansion/enhancement required for providing connection	As specified by KERC (Duty of the Licensee to supply electricity on request)Regulations 2004	367	703	1070	997	9	64	Deposit not paid by applicant.
	IP Sets	Within 30 days after attaining seniority (The number of new connections shall be limited to the target fixed in the year)	123	3446	3569	2177	157	1235	Deposit not paid/ work is being carried out as per the seniority.
8	Erection of Sub-station	NA	1	32	33	32	0	1	WUP at Nittur 33/11 KV (Bidar Div)
9	Transfer of ownership & conversion of service	Within 7 days of receipt of application	6	866	872	863	6	3	
10	Conversion of LT single phase to LT three phase Conversion from LT to HT and vice-versa	Within 30 days from the date of payment of charges	3	169	172	163	5	4	-
	Resolution of complaints on consumer's Bills			0					
11	If no additional information is required	Within 24 Hrs of receipt of complaint	26	31420	31446	22356	9066	24	Due to insufficient /wrong data furnished by the applicant
	If additional information is required	Within 7 days of receipt of complaint	6	15696	15702	9551	6143	8	
	Reconnection of supply following disconnection			0					
12	Towns and cities	On the same day of	2387	256743	21286	235457	20682	2991	Due to non-payment of arrears by consumer.
	Rural Areas	Within 24 hrs of receipt of payment from consumer	514	164356	21286	143211	19604	2055	

	Payment of solarium in cases of electric accidents			0					
13	Cases where it is established beyond doubt that the accident is not due to the fault of the victim	Within 7 days without waiting for report from Chief Electrical Inspector to Govt.(CEIG)	6	1	7	0	4	3	Documents not submitted by owner of the animal
	In other cases	Within 30 days after receipt of report from	2	0	2	0	0	2	work under process
14	Refund of Deposits	Within 60 days receipt	4	0	4	1	0	3	
15	Issue of certificates	On the same day of receipt of request	0	2036	2036	1785	103	148	

As seen above, the reason for pendency is due to delay in payment of deposits/ other charges by the applicants/consumers. Further, there is also delay in replacement of failed transformers and the GESCOM will take steps to repair the transformers in the transformer repair centers and make it available to the needy sub-divisions.

Commission's Views:

The Commission while noting the compliance furnished, reiterates that the GESCOM shall continue to comply with its earlier directive by displaying the details of SoP in all its O&M section and sub-division offices for the information of the consumers, and also to adhere to the specified standards of performance in rendering various services to consumers in a time bound manner.

The Commission notes that, during the Public Hearings held on the ESCOMs' Tariff petitions, the consumers participating in the hearing have stated that, the ESCOMs, contrary to their submission before the Commission on compliance of the directive issued by the Commission, have not displayed the SoP parameters on the notice boards in the O&M offices and also not adhered to the timelines stipulated in the SoP. They

have sought the intervention of the Commission to ensure that the ESCOMs comply with the directive on SoP.

The Commission notes that the situation indicates that there is lack of effective supervision over the functioning of field offices by the ESCOMs especially in rendering services relating to supply of power to the consumers.

Therefore, the Commission once again reiterates its directive to the GESCOM to continue to strictly implement the specified SoP while rendering services related to supply of power as per the KERC (Licensee's Standards of Performance) Regulations, 2004 and directs the GESCOM to monitor effective implementation of the directive on SoP in all its O&M offices. The Commission shall initiate appropriate action on any instance of breach of its directive.

iii Directive on use of safety gear by linemen:

The directive issued was as follows:

The Commission directs the GESCOM 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 provided while working on the network. The GESCOM should sensitise the linemen about the need for adoption of safety aspects in their work through suitably designed training and awareness programmes. The GESCOM is also directed to device suitable reporting system on the use of safety gear and mandate supervisory/higher officers to regularly cross check the compliance by the linemen and take disciplinary action on the concerned if violations are noticed. The GESCOM shall implement this directive within one month from the date of this order and submit compliance report to the Commission.

Compliance of the GESCOM:

The GESCOM has provided safety gadgets to 2,000 linemen and further action is being taken to provide the safety gadgets to newly recruited 1,491 linemen by January 2017.

The GESCOM is monitoring the use of safety gear by linemen and also the supervisory / higher officers are regularly cross checking the use of safety gadgets by its staff. Further, the GESCOM is frequently imparting training to all the linemen and other field staff regularly under various mandatory technical training program on safety aspects. The compliance on the directive is being submitted to the Commission once in a quarter regularly.

Commission's Views:

The Commission notes that the GESCOM has already issued required safety gear to its existing linemen and also taken necessary action to provide the safety gear to its newly recruited linemen. It is important that the GESCOM should continue to focus on safety aspects to reduce the electrical accidents occurring due to negligence and non-adherence of safety procedures by the field staff, while working on the distribution network. Further, the linemen should be given training on adherence to safety aspects, so that it becomes part of their routine.

The Commission reiterates its directive that the GESCOM shall ensure that, all the linemen in its jurisdiction are provided with proper and adequate safety gear and that they use such safety gear provided to them while working on the network. The compliance in this regard shall be submitted once in a quarter to the Commission regularly.

iv Directive on providing Timer Switches to Streetlights by the ESCOMs

The directive issued was as follows:

The Commission directs the GESCOM 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 GESCOM shall also take up periodical inspection of timer switches installed and ensure that they are in working conditions. They shall undertake necessary repairs / replacement work, if required and later recover the cost from the local bodies. The compliance regarding the progress of installation of timer switches to streetlight installations shall be reported to the Commission within three months of the issue of the order.

Compliance of the GESCOM:

The GESCOM has conducted a meeting with the urban local bodies on 22.10.2016 regarding providing timer switches to all streetlight control points. The local bodies have agreed to take up the work under DCW/self-execution basis. All the field officers of GESCOM have been instructed to prepare the necessary estimates for providing timer switches and submit it to division offices. The divisional officers will sanction such estimates and inform the concerned local bodies to take up the works in their jurisdiction. Further, the concerned divisional officers have been directed to complete the work before March 2017.

Commission's Views:

The Commission observes that, the GESCOM, so far has not taken any concrete steps to provide timer switches to the streetlight installations in its jurisdiction. The GESCOM has also not initiated any action except conducting one meeting that too as late as October 2016, with the concerned local authorities, for installation of timer switches. This inaction by the GESCOM has resulted in wastage of electricity by indiscriminate use of streetlights in its jurisdiction, during day time.

Further, wherever feasible, the GESCOM should install the timer switches at its cost and later recover the cost from the concerned local bodies. The GESCOM is also directed to persuade the local bodies to install timer

switches at their cost availing funds / grants received from Government and other agencies for such programmes.

The Commission reiterates its directive that the GESCOM 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.

v. Directive on Load Shedding:

The Commission had directed that:

- (1) Load shedding required for planned maintenance of transmission / distribution networks should be notified in daily newspapers at least 24 hours in advance for the information of consumers.
- (2) The ESCOMs shall on a daily basis estimate the hourly requirement of power for each sub-station in their jurisdiction based on the seasonal conditions and other factors affecting demand.
- (3) Any likelihood of shortfall in the availability during the course of the day should be anticipated and the quantum of load shedding should be estimated in advance. Specific sub-stations and feeders should be identified for load shedding for the minimum required period with due intimation to the concerned sub-divisions and sub-stations.
- (4) The likelihood of interruption in power supply with time and duration of such interruption may be intimated to consumers through SMS and other means.
- (5) Where load shedding has to be resorted due to unforeseen reduction in the availability of power, or for other reasons, consumers may be informed of the likely time of restoration of supply through SMS and other means.
- (6) Load shedding should be carried out in different sub-stations / feeders to avoid frequent load shedding affecting the same sub-stations feeders.

- (7) The ESCOMs should review the availability of power with respect to the projected demand for every month in the last week of the previous month and forecast any unavoidable load shedding after consulting other ESCOMs in the State about the possibility of inter-ESCOM load adjustment during the month.
- (8) The ESCOMs shall submit to the KERC their projections of availability and demand for power and any unavoidable load shedding for every succeeding month in the last week of the preceding month for approval.
- (9) The ESCOMs shall also propose specific measures for minimizing load shedding by spot purchase of power in the power exchanges or bridging the gap by other means.
- (10) The ESCOMs shall submit to the Commission sub-station wise and feeder wise data on interruptions in power supply every month before the 5th day of the succeeding month.

The Commission had directed that the ESCOMs shall make every effort to minimize inconvenience to consumers strictly complying with the above directions. The Commission will review the compliance of the directions on a monthly basis for appropriate orders.

Compliance by the GESCOM:

During the planned outages, the GESCOM will intimate the affected consumers well in advance regarding load shedding to be carried out through newspapers.

The GESCOM is submitting 15 minute's block-wise week ahead requirement of power and energy for one week in advance to SLDC, KPTCL. Also, the block-wise day ahead requirement of power based on seasonal condition and other factor affecting the demand is being submitted daily to the SLDC through e-mail. In turn, everyday SLDC will issue availability of power and energy one day in advance for GESCOM.

Accordingly re-scheduling of power and energy will be done at 220 KV Receiving Stations.

Whenever there is loss of generation, SLDC will intimate the GESCOM for restricting the load. Accordingly, the GESCOM will restrict the load based on the real time schedule given by the SLDC. The load will be restricted based on the 220KV Receiving station-wise percentage of allocation chart and by communicating all the sub-stations and the concerned nodal officers for proper monitoring of power supply timings in batches with intimation to the concerned sub-division officers.

Whenever advance intimation received from the SLDC regarding loss of generation, in that case, information will be given to the high yielding consumers such as HT and EHT.

The load shedding is being carried out in all the sub-stations/feeders by maintaining load shedding chart in batches with category-wise feeders by strict monitoring by the concerned nodal officers to avoid frequent load shedding of the same sub-stations/feeders.

The GESCOM is reviewing the availability of power with respect to the projected demand for every month in the last week of the previous month and forecasting any unavoidable load shedding.

The GESCOM has submitted the projection of demand of power and energy, month-wise for the year 2016-17, 2017-18 and 2018-19. The revised power supply/load shedding timings is being intimated to the Commission regularly.

Further, for informing consumers through SMS regarding likely time of restoration, incase of unforeseen reductions in supply, the implementation of SMS gateway is in progress.

The GESCOM is submitting feeder-wise interruption details such as, number of interruptions and duration of scheduled and unscheduled interruptions to KERC every month (PQM-1 {a}, {b} and {c}). The GESCOM is taking all possible measures, based on the real time schedule allocation by SLDC to minimize the inconvenience to the consumers.

Commission's Views:

The Commission notes that the GESCOM, so far has not taken any definite action to put in place a system for providing information to the consumers through SMS regarding the schedule of load shedding. There is no progress in this regard as the status is the same as compared to the previous year. The Commission notes that the GESCOM has not effectively and satisfactorily complied with the directive on load shedding. The GESCOM shall expedite development of necessary software and other process required to inform consumers through SMS regarding both scheduled and un-scheduled load shedding due to reasons such as system constraints, breakdowns of lines/equipment, maintenance etc., This would significantly address the "consumers' dissatisfaction" on this issue and prevent inconvenience/disruption caused to industrial consumers.

Further, the Commission observes that the GESCOM is not submitting its projections of availability and demand for power and any unavoidable load shedding for every succeeding month in the last week of the preceding month to the Commission regularly. The GESCOM shall henceforth submit the same regularly to the Commission without fail.

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

vi. Directive on Establishing a 24X7 Fully Equipped Centralized Consumer Service Center for Redressal of Consumer Complaints:

The directive was as below:

“The GESCOM is directed to put in place a 24x7 fully equipped centralized Consumer Service Center at its Headquarters with 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 / redressal in the matter of their grievances. Such a Service Center shall have adequate number of desk operators in each shift so that consumers across the jurisdiction of the GESCOM are able to lodge their complaints directly with this Centre.

Every complaint shall be received on a helpline telephone number by the desk operator and registered with a docket number which shall be intimated to the Consumer. Thereafter, the complaints shall be transferred online / communicated to the concerned field staff for resolving the same. The concerned O&M / local service station staff shall visit the complainant's premises / fault location at the earliest to attend to the complaints and then inform the Centralized Service Centre that the complaint is attended. In turn, the call centre shall call the complainant and confirm with him whether the complaint has been attended to. The complaints shall be closed only after receiving consumer's / complainant's confirmation. 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.

The GESCOM shall publish the details of the complaint handling procedure Mechanism with contact numbers in the local media periodically for the information of the consumers. The compliance of the action taken in the matter shall be submitted to the Commission within two months from the date of this Order.

Further, the Commission directs the GESCOM 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 rural areas for effective redressal of consumer complaints".

Compliance of the GESCOM :

A 24X7 Customer Care Centre(CCC) was established on 18-01-2012 with a Toll Free number 1800-42558585 in the Corporate Office premises, with all the necessary infrastructures for registering the complaints on fuse off calls, billing problems, transformer failure, power supply failure etc. by the consumers.

On registering a complaint, the consumer will be given complaint number and the same will be informed to the concerned service station of the sub-division for attending to the complaint at the earliest. The complaints, which are attended by the service stations, will be confirmed by the consumers over phone.

Further, short code '1912' was implemented at CCC w.e.f 01-02-2015 for complaints on electricity, with 'Calling Party Pays Mode Basis'. The short code '1912' has been made Toll-Free successfully w.e.f. 01-09-2016.

The statement showing the details of calls received and answered / complaints registered and attended at the centralized Customer Care Centre from August to October 2016 and consumer interaction meetings conducted from April to September 16 are as under:

Sl. No.	Month	No. of calls received & answered	No. of complaints registered	No. of complaints attended	No. of complaints pending
1	Aug'16	24,160	2,821	2,821	Nil
2	Sept'16	30,168	3,489	3,489	Nil
3	Oct'16	26,876	2,134	2,134	Nil
Total		81,204	8,444	8,444	Nil

The details of interaction meetings held with consumers are as below:

Sl. No	Name of the O&M division	Name of the sub-division	No. of consumers interaction meetings held in O&M sub-division from April to Sept'16	No. of consumers participated in every meeting
1	Gulbarga Urban	CSD-I&II	2	33+35 (65)
		CSD-III&IV	2	40+36 (76)
2	Gulbarga Rural-1	RSD	2	27+27 (54)
		Aland	2	17+22 (39)
3	Gulbarga Rural-2	Jewargi	2	16+17 (33)
		Yadrami	2	26+22 (48)
		Kalgi	1	11
4	Sedam	Sedam	1	13
		Chincholi	1	26
5	Yadgir	Yadgir	1	39
		Gurmitkal	1	29
6	Bidar	Bidar	1	50
		Kamthana	1	40
7	Ballari Urban	CSD-I	2	18+20 (38)
8	Hosapete Urban	CSD-I	2	16+18 (34)
		CSD-II	2	11+15 (26)
9	Hosapete Rural	RSD, Hosapete	4	26+20+22+26 (92)
		Hadagali	1	25
		H.B.Halli	1	80
		Kudligi	3	52+32+15 (99)
10	Raichur Rural	Devadurga	2	16+31 (47)
11	Sindhanur	Maski	1	30
12	Koppal	Yelburga	1	29
		Koppal	1	24
13	Gangavathi	Karatagi	3	5+22+5 (32)
		Gangavathi	2	12+8 (20)
Total	44	1067		

Commission's Views:

The Commission notes that the GESCOM has established a 24x7 Customer Care Centre and has taken various measures for redressal of consumer complaints. The GESCOM should continue its efforts in improving delivery of consumer services to reduce the consumer complaint downtime so as

to ensure delivery of prompt services to them. The GESCOM effective should develop necessary capacity and infrastructure for prompt and effective response to consumer complaints on breakdown of lines/equipment, failure of transformers etc., resulting in interruptions in power supply. In addition to this, GESCOM should take up steps to continuously sensitize its field staff that they need to discharge their work efficiently.

The Commission reiterates its directive to the GESCOM to publish the complaint handling procedures / contact number of the centralized Consumer Service Centre in the local media and other modes periodically for the information of the public and ensure that all the complaints of consumers are registered only through the centralized Consumer Service Centre for proper monitoring of disposal of complaints registered. The compliance in this regard shall be furnished regularly once in a quarter, to the Commission.

vii. Directive on Energy Audit:

The Commission had directed all the GESCOM to prepare a metering plan for energy audit to measure the energy received in each of the interface points and to account for the energy sales. The Commission had also directed the GESCOM to conduct energy audit and chalk out an Action Plan to reduce distribution losses to a maximum of 15 per cent, wherever it was above this level, in towns/ cities having a population of over 50,000.

The Commission had earlier directed 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 work.

Compliance by GESCOM:

The GESCOM has initiated various measures for metering of DTC and energy audit at DTC level and the results are as follows:

The details of DTC meters and energy audit carried out are as under:

Sl. No	Particulars	Progress as on 30.09.2016
1	Number of DTCs existing in the Company.	81,457
2	Number of DTCs already metered.	60,123
3	Number of DTCs yet to be metered.	21,334
4	Time bound monthly programme for completion.	March, 2017

The details of average 33kV line losses in GESCOM:

Sl. No.	Name of 33 kV feeder (name of 110 kV MUSS)	Conductor used	Length of line	Sending end energy at 110 kV MUSS in KWH	Receiving end energy in KWH	Loss in KWH	% age loss
1	33KV Emmiganur(110KV Kurugodu)	Coyote	15.23	2298000	2264600	33400	1.5
2	33KV Gududur(110KV Shridaragada)	Coyote	14.3	1340000	1312100	27900	2.1
3	33KV Hospete(110KV Munirabad)	Rabbit	9	3772600	3690520	82080	2.2
4	33KV Kampli(110KV Kampli)	Coyote	3.1	1283600	1255100	28500	2.2
5	Byalahalli	Coyote	9	2034120	2030800	3320	0.2
6	Yelburga-Bandi	Coyote	15	1092500	1066900	25600	2.3
7	Kanakgiri-Muslapur	Coyote	10	1746900	1723900	23000	1.3
8	33Kv Azadpur (North 110Kv MUSS)	Coyote	13	2570000	2530000	40000	1.6
9	33Kv Jambaga (North MUSS)	Coyote	14	700000	690000	10000	1.4
10	33Kv Udchan (Karajagi 110Kv MUSS)	Coyote	8	700000	690000	10000	1.4
11	33Kv V.K.Salgar (Mahagaon 110Kv MUSS)	Coyote	22	760000	740000	20000	2.6

12	33Kv Khajuri (Aland 110Kv MUSS)	Coyote	16	720000	690000	30000	4.2
13	33Kv Nimbarga (Madiyal 110Kv MUSS)	Coyote	11	480000	470000	10000	2.1
14	33Kv Sarsamba (Aland 110 Kv MUSS)	Coyote	25	670000	660000	10000	1.5
GESCOM Avg.				20167720	19813920	353800	1.75

The Details of average 33kV Power Transformer losses:

Sl.No	Name of 33 kV feeder (name of 110 kV MUSS)	Transformer capacity	Energy recorded at HV side (33 kV)	Energy recorded at LV side (11 kV)	Loss in KWH	% age Loss
1	33KV Erragudi (110KV S/S Moka)	5MVA Power Tr-1	974600	955300	19300	2.0
2	33KV Rudrapada (110KV S/S Thekkalkote)	5MVA Power Tr-1	2393200	2371195	22005	0.9
3	33Kv Azadpur (North 110Kv MUSS)	2x5 MVA	2570000	2530000	40000	1.6
4	33Kv HadgilHaruthi (West 110Kv MUSS)	2x5 MVA	936300	915780	20520	2.2
5	33Kv MadanHipparga (Aland 110Kv)	2x5 MVA	630000	620000	10000	1.6
6	33Kv Khajuri (Aland 110Kv MUSS)	2x5 MVA	819000	808200	10800	1.3
7	33Kv Jidaga (Aland 110 Kv MUSS)	1x5 MVA	522000	517950	4050	0.8
GESCOM Avg.			8845100	8718425	126675	1.43

The GESCOM has initiated various measures to reduce the losses on 11 kV feeders of the 21 towns.

The details of 11 kV energy audit are as under:

Sl. No.	Name of city/town	Average percentage distribution losses recorded	
		FY16	FY17 (up to Sept' 16)
1	Kalaburagi	18.90	10.30
2	Aland	16.71	16.69
3	Shahabad	25.47	16.28
4	Wadi	26.52	16.57
5	Yadgir	19.92	17.77
6	Shahapur	20.47	17.93
7	Shorapur	19.05	17.09
8	Sedam	14.48	11.16
9	Bidar	13.53	9.76
10	Bhalaki	22.43	15.29
11	Basavakalyana	12.97	17.05
12	Humnabad	15.99	10.96
13	Raichur	19.87	21.46
14	Manavi	16.30	21.35
15	Sindhanoor	17.92	19.37
16	Koppal	16.56	15.56
17	Gangavathi	16.47	14.88
18	Hospet	16.12	13.19
19	Kampli	17.35	17.90
20	Ballari CSC	19.95	18.49
21	Siruguppa	29.37	17.67
GESCOM		18.87	16.03

Sl. No.	Year	Towns / cities with percentage distribution losses				
		<10%	<15%	15-20%	20-25%	>25%
1	FY16	0	3	14	2	2
2	FY17 (up to Sept'16)	1	4	14	2	0

Abstract		
1	33 kV line losses	1.75
2	33 kV transformer losses	1.43
3	11 kV line losses	4.36
4	11/0.433 kV DTC losses (assumed)	1.62
5	LT line losses	6.32
6	Commercial	7.39
	Total	22.87

The energy audit conducted as per the approved formats (Annexure A & B) has been furnished up to June, 2016 to the Commission. Presently energy audit is being carried out for 12,677 DTCs. The tagging of installations with DTCs is in progress, and instructions have been issued to the Executive Engineers to complete the tagging before March 2017.

Commission's Views:

It is observed that the monthly energy audit reports of cities/towns with detailed analysis are not being submitted by the GESCOM regularly to the Commission. As seen from the consolidated energy audit statement for the FY16, 18 of the 21 towns have AT&C losses more than the mandated 15 percent. Similarly, the energy audit for the FY17 (upto Sept'16) reveals that 16 towns have AT&C losses more than 15 percentage with the Raichur town topping the list with the highest losses at 21.46 per cent. The GESCOM is directed to initiate urgent remedial measures to bring down the losses below the targeted levels.

The Commission directs the GESCOM to conduct energy audit of identified cities/towns and initiate necessary measures on the basis of energy audit results to reduce the technical losses and improving collection efficiency to achieve the mandated A T & C loss of less than 15 per cent. The GESCOM is directed to submit compliance thereon regularly to the Commission.

The Commission further notes that the GESCOM despite completing metering of 60,123 (74%) DTCs, it has taken up energy audit of only 12,677 DTCs and even it has not submitted the details of energy conducted in respect of such DTCs also. The GESCOM has failed to take up DTC-wise energy audit, citing non-completion of tagging of consumer installations with the concerned feeders/DTCs. The stand repeatedly taken by the GESCOM for the last three years that tagging of consumer details with the concerned feeders/DTCs is not completed, does not augur well for the Company which wants to run its business on commercial principles. This shows that the GESCOM is not serious about conducting energy audit and taking remedial measures to reduce losses in order to run its business efficiently. The Commission views with displeasure, the delay on the part of the GESCOM to complete the tagging of consumer installations and take up the DTC-wise energy audit.

The Commission directs the GESCOM to take up energy audit of 60,123 DTCs for which meters have already been provided and to initiate remedial measures for reducing energy losses in the distribution system based on the results of energy audit. The compliance in respect of DTC-wise energy audit conducted with detailed analysis and the remedial measures initiated to reduce loss levels shall be submitted every month regularly to the Commission.

Further, the GESCOM is directed to submit to the Commission, the consolidated energy audit report for the FY17, as per the formats prescribed by the Commission, vide its letter No: KERC/D/137/14/91 dated 20.04.2015, before 15th May, 2017.

viii Directive on Implementation of HVDS:

In view of the obvious benefits in the introduction of HVDS in reducing distribution losses, the Commission had directed the GESCOM to implement High Voltage Distribution System in at least one O&M division in a rural area in its jurisdiction by utilizing the capex provision allowed in the ARR for the year.

Compliance of the GESCOM:

The Commission has directed the GESCOM to submit the DPR of HVDS project in respect of Turuvihal Hobli in Sindhanur taluk for approval of the commission. The cost of implementation of HVDS project is Rs 11.89 crore. However, the Agavani Committee has recommended that the HVDS scheme is not viable for the GESCOM. Therefore, the scheme is under study and a decision will be taken after completing the study.

Commission's Views:

The Commission has been directing the ESCOMs to identify one sub-division in each ESCOM with high LT / HT ratio and high distribution loss levels, so that substantial loss reduction could be achieved by implementing the HVDS in such sub-divisions. Further, the Commission, with a view to bring down the cost of implementation of HVDS, had issued revised guidelines to all the ESCOMs directing them to implement the HVDS in their sub-divisions/feeders having the highest distribution losses.

The Commission notes that the GESCOM has not taken up implementation of HVDS in its jurisdiction contending that the Agavani Committee has recommended that the HVDS scheme is not viable for the GESCOM.

The Commission is of the view that implementation of the HVDS for the agricultural feeders segregated under NJY scheme, wherever high losses

are prevailing, is necessary to reduce the distribution losses significantly. The Commission directs the GESCOM to take a final call whether to implement HVDS or not in its sub-divisions. In the event of GESCOM decides to take up HVDS in any of its sub-divisions/feeders, the DPR of the same shall be submitted to the Commission for its approval before taking up implementation and the compliance in this regard shall be submitted to the Commission at the earliest.

ix. 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 the GESCOM:

Progress of Niranthara Jyothi Work

Phase	No. of Taluks	Villages covered	11 kV NJY feeders proposed	DPR cost in Rs. Cr.	feeders commissioned	feeders completed	Work under progress	Short closed feeders	Work to be taken up	Probable date of completion
Ph-I	20	2,765	235	286.89	207	13	15	0	0	Mar'17
Ph-II	10	1,087	109	153.8	87	6	2	14	0	
Total	30	3,852	344	440.69	294	19	17	14	0	

Benefits accrued to the system after implementation of NJY

Parameters	Before implementation of NJY	After implementation of NJY		
	Mixed load feeder	NJY feeder	Residual IP set feeder	Total
Input energy into the system in MU	229.25	58.58	134.96	193.53
Average failure of transformers per feeder	6	0	1	1
Average No. of (un-scheduled) interruptions per feeder	68	13	20	33
Average peak load during peak hours in Amps	189	41	106	148
Percentage dist. loss per feeder	45	22	11	33.00
Improvement in Tail end voltage	340	410	395	403

Commission's Views:

The Commission notes that the GESCOM has commissioned totally 291 feeders under both NJY phase 1 & 2. But, it has not expedited the said works for commissioning as can be seen from its compliance that work in respect of 19 feeders is completed but despite this, GESCOM has failed to commission them. Further, the works in respect of 17 feeders are still in progress. The delay on the part of GESCOM to implement the NJY works across its jurisdiction has only resulted in non-realization of envisaged benefits set out in the DPR when the project was initiated.

The GESCOM is hereby directed to complete and commission the remaining 36 feeders expeditiously and after that to carry out the analysis of those feeders so as to ensure that the objectives set out as per the DPR are accomplished. Further, the GESCOM shall continue to ensure that NJY feeders are not tapped illegally for running IP-sets which would defeat the very purpose of feeder segregation scheme undertaken at huge cost. The consumers who are found to be tapping the NJY feeders need to be dealt with seriously for theft of energy. The field officers/officials who fail to note and curb illegal tapping shall be personally held responsible for these irregularities.

Further, the Commission notes that the GESCOM has carried out the analysis of feeders commissioned under NJY indicating the benefits accrued to the system in terms of reduction in failures of distribution transformers, improvement in tail-end voltage and improvement in supply/reduction in interruptions and reduction in peak load. The analysis reveals that there is overall improvement in supply condition after implementation of NJY. However, there is no mention of obtaining consumer feedback post implementation of NJY. Therefore, it is important to know as to whether such analysis reveals that, the consumers are satisfied in the wake of increased number of hours of availability of quality power, post implementation of NJY. The GESCOM is directed to conduct analysis of NJY feeders covering the consumers in the project area to obtain their feedback.

Further, it is noted that the GESCOM has already segregated 294 feeders under NJY phase1 & 2 works and consequent to this, agricultural feeders are exclusive from rural loads and the energy consumed by the IP-sets could be more accurately measured at the 11 KV feeders at the sub-stations after duly allowing for distribution losses in 11 KV lines, distribution transformers and LT lines. The GESCOM is directed to report every month, specific consumption and the overall IP-set consumption only on the basis of reading data obtained from agricultural feeders' energy meters as per the formats prescribed by the Commission.

The Commission reiterates its directive to the GESCOM to continue to furnish feeder-wise IP-set consumption based on meter reading data of the meters installed to the 11 KV feeders, to the Commission every month, in respect of agriculture feeders segregated under NJY.

x. 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 GESCOM to take up replacement of inefficient 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 to the Commission.

Compliance by the GESCOM:

The GESCOM has selected two feeders exclusively feeding to the IP-sets in Aland taluka of Kalaburagi district for implementation of DSM and has requested M/s EESSL to prepare the DPR in this regard. In this regard, the EESL team is expected to visit GESCOM in January 17.

Commission's Views:

The Commission notes that there is no progress in implementation of DSM in agriculture by the GESCOM. In fact, the status is same as that of the last three years only. Further, the Commission observes that, the GESCOM has not taken any concrete action in the field to take forward the implementation of DSM measures in its jurisdiction, seriously. The GESCOM needs to expedite DSM measures otherwise its action taken so far on this can be termed as merely rhetoric without any action on the ground. The Commission is of the view that there is a huge potential for energy saving in the agricultural sector which needs to be tapped by implementing the scheme as early as possible and to derive the optimum benefits on completion of the same. In this regard, strong emphasis should be given for implementation of DSM measures to conserve energy and also precious water for the benefit of farmers.

Further, the Commission while emphasizing the need for implementation of DSM in agriculture during its review meetings held with the ESCOMs, has been directing them to initiate DSM measures in any one sub-division/taluk in order to assess the results of such measures before the same is scaled up in whole of its jurisdiction.

The Commission directs the GESCOM to expedite the implementation of DSM measures in its jurisdiction and complete the same at the earliest and

compliance thereon shall be submitted to the Commission within three months from the date of this Order.

xi. Directive on Lifeline Supply to Un-Electrified households:

The Commission has 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 has directed that the data of un-electrified households could be obtained from the concerned gram panchayaths and the action plan be prepared based on the data of un-electrified households.

Compliance by the GESCOM:

The RGGVY scheme was envisaged for providing access to all rural households by the end of 12th Five-Year-Plan. Accordingly, RGGVY scheme under 10th and 11th Plans were formulated to provide access to rural households including BPL households and 12th RGGVY scheme covered balance left over rural houses including BPL. Following are the details:

Sl. No	Name of the district	No. of BPL households already electrified	No. of rural households already electrified	Total BPL covered under the XII plan scheme	Rural households covered under the XII plan scheme
1	Bidar	22,948	31,466	5,965	34,810
2	Raichur	28,335	34,514	2,5387	34,583
3	Koppal	26,946	32,506	7,995	32,027
4	Bellary	43,300	40,857	7,152	29,106
5	Kalaburagi	35,135	48,752	26,518	45,665
6	Yadgir	23,838	32,501	15,780	39,564
Total		1,80,502	2,20,597	88,797	2,15,755

After completion of 12th Plan scheme, all the rural households including BPL households would be electrified in GESCOM.

Sl. No	Name of the district	Total rural households	Total electrified	Total un-electrified households	Total covered for electrification under XII plan RGGVY	Progress
1	Bidar	2,37,789	2,02,865	34,924	34,810	0
2	Raichur	2,58,604	2,23,793	34,811	34,583	0
3	Koppal	2,13,549	1,81,490	32,059	32,027	0
4	Ballary	2,94,445	2,65,304	29,141	29,106	0
5	Kalaburagi	3,14,905	2,69,135	45,770	45,665	0
6	Yadgir	1,62,755	1,23,137	39,618	39,564	0
Total		14,82,047	12,65,724	2,16,323	2,15,755	0

Further, 88,797 BPL households and 2,15,755 rural households were included in XII Plan RGGVY scheme covering six districts of the GESCOM. In GESCOM, the scheme was sanctioned for Kalaburagi district only. The works of Kalaburagi district has been awarded and the same are in progress. The Chief Executive Officer, Zilla Panchayat of Kalaburagi district was requested to furnish a list of BPL beneficiaries for electrification. The list is yet to be received. The RGGVY scheme was subsumed in DDUGJY for balance five districts, tenders for the same are under evaluation.

Commission's Views:

The Commission expresses its displeasure over the GESCOM's tardy progress and apparent lack of seriousness in electrification of un-electrified households in its jurisdiction. Even after so many years, there are a large number of households remain without electricity, which is of serious concern.

Further, the Commission concerned with the slow pace of progress in this programme, in its previous Tariff Orders had directed the GESCOM to cover electrification of 5 per cent of the total identified un-electrified

households every month beginning from April, 2015 so as to complete this programme in about twenty months. However, the progress achieved in electrification of households so far by the GESCOM remains much to be desired.

The Commission directs the GESCOM to expedite action to provide electricity to the un-electrified households and cover all the remaining households at the earliest and report compliance thereon to the Commission regarding the monthly progress achieved from May, 2017 onwards. The Commission as already indicated in the earlier Tariff Orders would be constrained to initiate penalty proceedings under section 142 of the Electricity Act, 2003, against GESCOM in the event of non-compliance in the matter.

xii. 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 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 has directed the GESCOM to introduce the system of Cost-Revenue Centre Oriented sub-divisions at least in two divisions in its operational area and report results of the experiment to the Commission.

Compliance by the GESCOM:

Strategic Business Units in eleven sub-divisions have been already introduced. However, the data furnished by the field staff is not in proper format. The staff will be educated to prepare proper information of SBUs. Further, SBUs will be introduced in balance sub-divisions before March 2017.

Further, as directed by the Commission, the GESCOM has implemented the model suggested by the consultant i.e., M/s PWC in GESCOM's jurisdiction covering divisions and sub-divisions to bring accountability on the performance of the divisions and sub-divisions in relation to the quantum of energy received, sold and its cost in order to conduct the business on commercial principles.

To implement the directive on Financial Management Framework at subdivision-wise needs asset categorization, which is presently not available with the sub-divisions, hence, it requires some time for implementation. This process is in progress and will be completed by March 2017.

Commission's Views:

The Commission has forwarded a report prepared by the consultants, M/s PWC regarding implementation on Financial Management Framework to bring in accountability on the performance of the divisions / sub-divisions by analyzing the quantum of energy received, sold and recovery of costs through revenue, so that the ESCOMs conduct their business on commercial principles.

However, it is observed from the GESCOM's compliance on the directive that, it has not taken any action for implementing this directive. The GESCOM, without actually taking any measurable action, has only repeated whatever it has submitted to the Commission last year on the directive of formation of SBUs. The Commission directs GESCOM to review the performance of the divisions & sub-divisions in respect of energy

received, sold, average revenue realization and average cost of supply using the financial framework Model without giving lengthy explanation. Further, the GESCOM is directed 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 at each category.
- c) Target revenue to be collected and achievement at all categories.
- d) Targeted distribution loss reduction when compared to previous years' losses.
- e) Comparison of high performance divisions in sales with low performance divisions.

Therefore, based on the above analysis, the GESCOM needs to take corrective measures to ensure 100 per cent meter reading, billing, and collection; analysis of sub-normal consumption; replacement of non-recording meters; etc.

The Commission reiterates its directive that the GESCOM shall implement the financial management framework model in its jurisdiction at the earliest to bring in accountability on 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.

xiii Directive on Prevention of Electrical Accidents:

The directive was as follows:

“The Commission has reviewed the electrical accidents that have taken place in the State during the year 2015-16 and with regret noted that as many as **430** people and **520** animals have died due to these accidents.

From the analysis, it is seen that the major causes of these accidents are due to snapping of LT/HT lines, accidental contact with live LT/HT/EHT lines, hanging live wires around the electric poles /transformers etc., in the Streets posing great danger to human lives.

Having considered the above matter, the Commission hereby directs to prepare an action plan to effect improvements in the Transmission and Distribution Networks and implement safety measures to prevent electrical accidents. Detailed division-wise action plans shall be submitted by the GESCOM to the Commission."

Compliance by the GESCOM:

To reduce electrical accidents GESCOM has taken following measures:

- i. To carry out periodical and preventive maintenance works on distribution system.
- ii. Providing intermediate poles on LT/ HT lines.
- iii. Replacement of deteriorated conductors / broken poles in LT/HT lines and setting right the slanted poles by providing foot concreting.
- iv. Re-stringing of loose spans in HT/LT lines.
- v. Rectification of hazardous installations identified in lines and equipment.
- vi. Providing clearance to the LT/HT Lines which are passing close to the buildings.
- vii. Procurement of safety materials for field staff
- viii. Educating the field staff and public about the use of safety electric equipment and measures to be taken to prevent accidents.

Particular	No. of accidents during FY 2015-16	No. of accidents during FY 2016-17 (up to Sept' 16)
Fatal	59	66
Departmental	1	2
Non-Departmental	58	64
Animal	158	177
Non-Fatal	50	54
Departmental	14	19
Non-Departmental	36	35

The details of number of hazardous installations identified and rectified in the distribution system for FY16 and FY17 and the action plan is furnished in Annexure-XII.

As per the direction by the Commission vide letter No. KERC/D/47/2016-17/ 1884, dated 28.10.2016, all the field engineers/staff are instructed vide No. GESCOM/CEE(CP)/SEE(MIS)/ EE(RA)/2016-17/ 40890-931, dated 24.11.2016 to implement the safety measures as indicated in the safety manual and this manual will be used as a guide in the field in maintaining the power distribution system in an efficient manner.

Further, the GESCOM is conducting consumer interaction meetings at O&M sub-divisions for creating awareness on safety among public.

Further, instructions have been issued to the TA&QC, GESCOM wing vide letter No. GESCOM/CEE(CP)/SEE(MIS)/ EE(RA)/2016-17/42566-600, dated 03.12.2016, to inspect one feeder in each sub-division as per the manual for conducting safety/technical audit of distribution system.

Commission's Views:

The Commission notes that the GESCOM has taken certain remedial measures including rectification of hazardous installations in its jurisdiction. However, these measures are totally inadequate considering the increased number of fatal electrical accidents involving both human and

livestock which is a serious concern. The Commission would like to impress upon the GESCOM that the identification and rectification of hazardous installations is a continuous process, which should be regularly carried out without any let up. Therefore, the GESCOM should make more concerted efforts for continuous identification and rectification of all the hazardous installations including streetlight installations / other electrical works under the control of local bodies to prevent electrical accidents. In addition, it is also important that the GESCOM takes up awareness campaigns through visual/print media continuously to spread about safety aspects among public.

During the ESCOMs' Review meetings held, the Commission has been emphasizing that the ESCOMs should take up periodical preventive maintenance works, install LT protection to distribution transformers, conduct regular awareness programme for public on electrical safety aspects in use of electricity and also ensure use of safety tools & tackles by the field staff besides imparting necessary training to the field staff at regular intervals.

Further, the Commission is of the view that the hazardous installations in the distribution network is the result of shabby works carried out without adhering to the best construction practices as per the standards, while taking up construction/expansion of the distribution network. Therefore, the GESCOM shall take adequate and effective steps to ensure that distribution network is hazardous free. In addition to this, the GESCOM also needs to conduct regular safety audit of its distribution system and to carryout preventive maintenance works as per schedule in order to keep the network equipment in healthy condition.

The Commission has already forwarded the Safety Technical Manual to the ESCOMs, the said manual enumerates detailed account of the steps to be taken on each element of the distribution system which would help the engineers in the field to identify and attend to the defects. In this

context, it is necessary that the ESCOMs are required to continuously monitor the implementation of the suggestions / recommendations contained in the Safety Technical Manual to ensure that distribution network is maintained properly.

The Commission, therefore, reiterates its directive that the GESCOM shall continue to take adequate measures to identify & 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. The compliance thereon shall be submitted to the Commission every month, regularly.