

APPENDIX

REVIEW OF COMPLIANCE OF THE DIRECTIVES ISSUED BY THE COMMISSION

The Commission, in its earlier Tariff Orders and communications had issued several directives for compliance by the BESCOM. An analysis of the said directives and their compliance is as under:

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

The Commission had directed that the BESCOM shall ensure that Consumer Interaction Meetings chaired by the Superintending Engineers, are conducted in each O&M sub-division according to a pre-published schedule, atleast once in every three months. Further, the consumers shall be invited to such meetings in advance through emails, letters, notices on BESCOM's website, local newspapers etc., to facilitate participation of maximum number of consumers in such meetings. The BESCOM shall 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 BESCOM fails to ensure the conduct of the Consumer Interaction Meetings as directed, the Commission would consider imposing a penalty of upto 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.

Compliance by the BESCOM:

The BESCOM had initiated the Consumer Interaction Meetings during the year 2012 as per the directives of the Commission and such meetings are being conducted at all the subdivisions on every third Saturday of every month with proper preparations. The concerned Superintending Engineers and Executive Engineers are chairing the Consumer Interaction Meetings at the subdivisions pertaining to their jurisdiction. Further, Consumer Interaction Meetings are being monitored by the General Manager (Customer Relations), Corporate Office. Also, the Proceedings of the Meetings are being uploaded in the website. The details of Consumer Interaction Meetings are being furnished to the Commission during the KPTCL and ESCOMs' Review Meetings.

Further, the details of the Consumer Interaction Meetings held at the subdivisions and the meetings chaired by the concerned SE / EE during 1st, 2nd and 3rd quarters of FY18 are as given below:

First Quarter-FY18

Sl No.	Month	Name of the Circle	No. of Sub divisions existing	No of subdivisions in which consumers' interaction meetings conducted.	No. of complaints received	No. of complaints disposed	CB	No. of consumers attended the meetings
1	Apr to June,17	North	11	11	31	31	0	56
			11	11	31	31	0	67
			11	11	39	39	0	101
2	Apr to June,17	South	13	13	21	21	0	74
			13	13	31	31	0	73
			13	13	55	55	0	117
3	Apr to June,17	East	13	13	22	22	0	51
			13	13	19	19	0	54
			13	13	41	41	0	63
4	Apr to June,17	West	12	12	23	23	0	39
			12	12	16	16	0	55
			12	12	44	42	2	62
5	Apr to June,17	BRC	6	6	36	36	0	49
			6	6	41	41	0	52
			6	6	27	27	0	111
6	Apr to June,17	Ramanagar	14	14	23	23	0	46
			14	14	25	25	0	49

			14	14	32	32	0	59
7	Apr to June,17	Kolar	16	16	37	37	0	195
			16	16	39	39	0	210
			16	16	51	47	4	222
8	Apr to June,17	Davangere	17	17	48	48	0	140
			17	17	41	41	0	129
			17	17	50	50	0	163
9	Apr to June,17	Tumakuru	18	18	41	41	0	121
			18	18	52	52	0	112
			18	18	37	37	0	141

Second Quarter-FY18

SI No.	Month	Name of the Circle	No. of Sub divisions existing	No of subdivisions in which consumers' interaction meetings conducted.	No. of complaints received	No. of complaints disposed	CB	No. of consumers attended the meetings
1	July to Sep, 17	North	11	11	38	38	0	119
			11	11	32	32	0	100
			11	11	35	35	0	115
2	July to Sep, 17	South	13	13	36	36	0	83
			13	13	26	26	0	68
			13	13	41	40	1	83
3	July to Sep, 17	East	13	13	44	44	0	67
			13	13	23	23	0	52
			13	13	15	15	0	49
4	July to Sep, 17	West	12	12	26	26	0	37
			12	12	36	36	0	75
			12	12	35	35	0	78
5	July to Sep, 17	BRC	6	6	36	36	0	99
			6	6	20	20	0	52
			6	6	25	25	0	40
6	July to Sep, 17	Ramanagar	14	14	28	28	0	50
			14	14	30	30	0	53
			14	14	31	31	0	50
7	July to Sep, 17	Kolar	16	16	41	41	0	142
			16	16	38	36	2	120
			16	16	34	32	2	141
8	July to Sep, 17	Davangere	17	17	59	59	0	135
			17	17	50	50	0	155
			17	17	38	38	0	132
9	July to Sep, 17	Tumakuru	18	18	38	38	0	177
			18	18	34	34	0	158
			18	18	34	34	0	119

Third Quarter-FY18

SI No	Zone	No. of sub-divisions	No. of meetings held	No. of consumers attended the meetings	No. of complaints lodged	No. of complaints attended	No. of complaints pending	Remarks
1	BMAZ	49	49	300	136	136	0	
2	BRAZ	39	39	205	78	76	2	Intermediate poles are being erected under IPDS scheme (Work is in progress)
3	CTAZ	35	35	386	114	114	0	
Total		123	123	891	328	326	2	

The Zone-wise details of Consumer Interaction Meetings held on 21.10.2017 at the subdivisions:

SI No	Zone	Circle	Name of the subdivision chaired by Superintending Engineer	Division	Name of the subdivision chaired by Executive Engineer	Remarks
1	BMAZ	North	C2/C6	Malleshwaram	C2	
2				Hebbal	nil	On leave
3				Peenya	N5	
4		South	S6	Jayanagar	S5	
5				Komangala	S7	
6				HSR	S10	
7		East	E3	Vidhanasoudha	W4	
8				Shivajinagar	E5	
9				Indiranagar	nil	on leave
10		West	N1/N3	RR Nagar	W6	
11				Rajajinagar	N6	
12				Kengeri	K1	
13	BRAZ	BRC	Devanahalli	Nelamangala	Nelamangala	
14				Hosakote	Devanahalli	
15		Ramangar	Channapatna USD	Ramnagara	Channapatna RSD	
16				Kanakapura	Kanakapura USD	
17				Chandapura	Anekal	
18		Kolar	Chikballapur USD	Kolar	Kolar USD	
19				Chikballapura	Chikballapur	

					ur USD	
20				KGF	nil	on leave
21				Chintamani	Chintamani RSD	
22	CTAZ	Tumakuru	Tumakuru CSD-1	Tumakuru	Tumakuru CSD-1	
23				Tiptur	nil	DC Meeting
24				Madhugiri	Madhugiri	
25		Davanagere	Davanagere CSD-1/CSD-2	Davanagere	Davanagere CSD-1	
26				Harihara	nil	Deputed to exam duty
27				Chitradurga	Chitradurga CSD-1	
28				Hiriyur	Chellkere	

Commission's Views

The BESCOM has submitted the details of consumer interaction meetings conducted in all the subdivisions of its jurisdiction for 1st, 2nd and 3rd quarters of FY18. The Commission in the KPTCL and ESCOMs' Review Meeting held on 25.10.2017, had directed the ESCOMs to conduct the consumer interaction meetings in the subdivisions chaired by either jurisdictional the Superintending Engineer or the jurisdictional Executive Engineer to effectively redress the consumer grievances. However, it is seen from the submissions of the BESCOM that such meetings are being conducted on a single day in its entire area covering all subdivisions. If the meetings are conducted on a single day, then it is not possible for the concerned SE or the EE to attend and chair such meetings, as directed by the Commission. Therefore, the Commission is of the view that the dates of such meetings in the subdivisions should be spread over in a quarter so that the senior officers such as SE or EE can chair the meetings and are able to redress all the complaints relating to supply of electricity. Accordingly, the BESCOM is directed to conduct consumer interaction meetings at the sub-divisions on different designated dates. Further, it is noted that during the consumer interaction meeting held on 25.10.2017 neither the SE nor the EE has chaired the meetings in five subdivisions. Hence, if the consumer

interaction meetings are conducted in the subdivisions without the participation of the SEs or the EEs, then it will be considered as non compliance of the Commission's directives.

Therefore, the Commission reiterates its directive to the BESCOM to conduct consumer interaction meetings chaired by either the jurisdictional SE or jurisdictional EE once in a quarter, to redress the consumer greivances relating to supply of electricity and submit compliance thereon to the Commission regularly.

- 2. Directive on preparation of energy bills on monthly basis by considering 15 minute's time block period in respect of EHT/HT consumers importing power through power exchange under Open Access.**

The Commission the had directed that the BESCOM to ensure preparation of energy bills on monthly basis by considering the 15 minute's time block period in respect of EHT/HT consumers importing power through power exchange under Open Access. That, the BESCOM shall implement the directive forthwith and the compliance regarding the same shall be submitted monthly from May, 2017 onwards, to the Commission, regularly.

Compliance by the BESCOM:

The BESCOM has commenced the billing of EHT/HT Open Access consumers by considering 15 minute's time block period from March, 2017 onwards. The Commission was updated about the preparation of energy bills on monthly basis at regular intervals. The details are furnished in the table given below. Month-wise details of number of open access consumers, open access units scheduled/consumed and illegally banked energy is reiterated in the below table.

Months	No. of consumers	SLDC schedule in MU	Approx. forfeited energy in MU
April-17	127	128.43	15.32
May-17	143	135.41	13.41
Jun-17	136	138.16	12.24
July-17	108	118.47	6.03
Aug-17	88	101.12	6.78
Sept-17	84	61.71	4.85
Oct-17	77	56.42	4.64
Nov-17	96	96.91	7.97

Commission's Views

The Commission notes that the BESCOM has complied with the directive by initiating preparation of energy bills on monthly basis considering the 15 minute's time block period in respect of EHT/HT consumers importing power through power exchange under Open Access from March, 2017 onwards. It is seen that the introduction of 15 minute's billing has resulted in significant quantum of energy ranging from 4.64 MU to 15.34 MU being billed to the open access consumers every month ensuring 100 per cent billing of the scheduled units vindicating the stand taken by the Commission in directing the ESCOMs to prepare monthly HT/EHT consumer bills on 15 minute's time block period to prevent revenue loss to BESOM by consumers who took advantage of its laxity in enforcing correct billing. The BESCOM is required to adhere to the directive and submit regularly month-wise details of number of open access consumers, open access units scheduled/consumed and illegally banked energy if any.

The Commission reiterates its directive that the BESCOM shall continue to bill the EHT/HT consumers importing power through power exchanges

under open access and submit quarterly compliance thereon, regularly to the Commission.

3. Directive on Energy Conservation:

The Commission had directed that the ESCOMs 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.

Similarly, ESCOMS were directed to ensure that all new streetlight/high mast installations including extensions made to the existing streetlight circuits are 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 reducing their monthly electricity bills and conservation of precious energy.

Compliance by the BESCOM

- The BESCOM has taken several initiatives to create awareness among the public on energy conservation through various communication modes such as by distributing pamphlets, printing slogans on the reverse of the electricity bill, advertisement in railway reservation counters through DDIS system, magazines, stalls, etc.
- The BESCOM has issued circular dated 30.07.2016 directing use of only BEE 5 star rated Energy Efficient Appliances at all offices of the BESCOM. The copy of the same is furnished for Commission's information.

As a part of Energy Conservation:

- The BESCOM has implemented "Hosa Belaku" programme. In this programme, the BESCOM is distributing 9W LED bulbs and 20W LED tube lights through M/s Energy Efficiency Services Pvt. Ltd. The progress of sale of 9W LED bulbs from December, 2015 to October, 2017 is 81,76,684 numbers and the energy savings is 155.26 MU. The progress of sale of 20W LED tubelights from January to October, 2017 is 1,35,275 numbers and the energy savings is 0.26 MU.
- The BESCOM has implemented distribution of BEE 5 Star Ceiling fans under PAVAN scheme through M/s Energy Efficiency Services Pvt, Ltd. The progress of sale of BEE 5 star rated Ceiling fans from April to October 2017 is 9,824 numbers and the energy savings is 0.020 MU.

Commission's Views:

The Commission notes that the BESCOM has not submitted the compliance regarding servicing of new streetlight/high mast installations including extensions made to the existing streetlight circuits with LED lamps/energy efficient lamps. This shows that the BESCOM has not implemented the directive in its letter and spirit, to take forward the initiative of conservation of energy. It is also observed that the BESCOM has issued a circular to all its officers to ensure use of BEE five-star rated Energy Efficient Appliances. However, there is no mention of any effective steps being taken in the field to ensure that all new installations are serviced only with BEE five-star rated Air Conditioners, Fans, Refrigerators, etc., in the consumers' premises. Further, it is noted that the BESCOM is implementing "Hosa Belaku" programme under which it has been distributing energy efficient lamps, fans, etc., to the consumers which appears to have had limited success. Thus, it is considered that there is not much progress in implementation of this directive. Therefore, the BESCOM should focus on effective implementation of this directive by reviewing periodically the progress of implementation in the field and take necessary corrective steps.

Further, the BESCOM shall continue to take up awareness programme to educate the consumers in this regard and ensure increased in use of energy efficient appliances.

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

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

The directive issued was as follows:

"The BESCOM 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 BESCOM is directed to display prominently, in both Kannada & English languages, the details of various critical services such as replacing the failed transformers, attending to fuse off call / line breakdown complaints, arranging new services, change of faulty meters, reconnection of power supply, etc., rendered by it as per Schedule-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
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The BESCOM shall implement the above directive within one month from the date of this Order and report compliance to the Commission regarding the implementation of the directive."

Compliance by the BESCOM:

The BESCOM has prescribed minimum standard of service as per the directives from the Commission with reference to quality, continuity and reliability of services. The BESCOM is always meticulous in delivering better services to its consumers.

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 have been displayed in all the subdivisions and O&M sections.

The details are as follows:

No. of sub divisions	No. of sub divisions where SoP is displayed	No. of O&M sections	No. of O&M sections where SoP is displayed
123	123	477	477

Commission's Views:

The Commission while noting the compliance submitted, reiterates that the BESCOM shall continue to adhere to the specified standards of performance in rendering various services to consumers in a time bound manner.

Further, the Commission directs the BESCOM to carry out effective supervision over the functioning of field offices particularly in rendering services to the consumers, relating to supply of electricity.

The Commission reiterates that the BESCOM shall continue to strictly implement the specified SoP while rendering services related to supply of electricity as per the KERC (Licensee's Standards of Performance)

Regulations, 2004. The compliance in this regard shall be submitted once in a quarter to the Commission regularly.

5. Directive on use of safety gear by linemen

The directive issued was as follows:

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

Compliance by the BESCOM

1. Safety gears are procured from time to time and issued to all linemen for usage of the same while carrying out the work in the field.
2. Purchase Order is issued for safety gloves and safety helmets with electronic induction tester and such materials are awaited.
3. Action is taken for procuring safety materials like reflective jackets, rechargeable LED torch, eyewear, rope, rainwear, FRP ladders, safety belts and telescopic earthing rods. Also, tender for toolkits is in process.
4. Instructions have been issued from the Corporate Office to follow the safety protocol at work.
5. Every Monday the Section Officer will conduct a safety meeting before starting the work and will preach the Safety Mantra to all field staff.

6. Instructions have been issued from the Corporate Office (to the field Officers) to conduct the surprise checks of works to verify whether the safety materials are used, safety zone is created etc, as per check list provided. A mechanism is there to deduct one-day's casual leave if any of the staff is found not using safety equipment on three occasions and for issuance of notice for the fourth time. Further penalty is being imposed to the officer who does not conduct the surprise checks.

Commission's Views:

The Commission while taking note of the BESCOM's compliance on the directive, stresses that the BESCOM should continue to give attention to safety aspects in order to reduce and prevent electrical accidents occurring due to negligence/non-adherence of safety procedures by the field staff while carrying out the work on the distribution network. Further, it is observed that the BESCOM in its compliance has not mentioned anything on imparting suitable training to the linemen. Therefore, the linemen should be given training periodically on adherence to safety aspects /procedure so that they carry out their work safely/effectively to become productive to the organisation.

The Commission reiterates that the BESCOM shall ensure that, all the linemen are provided with adequate safety gear and the linemen use the same while carrying out the work in the field. The compliance in this regard shall be submitted once in a quarter to the Commission regularly.

6. Directive on Providing Timer Switches to Streetlights by the ESCOMs;

The directive issued was as follows:

"The Commission directs the BESCOM to install timerswitches using own funds to all the streetlight installations in its jurisdiction wherever the local bodies have not provided the same and later recover the cost from them. The BESCOM shall also take up periodical inspection of timer switches

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

Compliance by the BESCOM:

A letter dated 14.02.2012 was addressed to the BBMP and Municipal Corporations to take up the work of providing timer switches to streetlights on top priority.

Further, the BESCOM has issued a circular dated 06.05.2017 to the field staff insisting on them to ensure installation of timer switches to new streetlight installations and any extension/modification carried out to the existing street light installations.

The progress of timer switches to street light installations as on 31.10.2017 is as furnished below:

Total No. of existing street light installations as on Oct-17	No. of installations provided with timer switches as on Oct-17	No. of timer switches in working condition as on Oct-17	No. of timer switches not in working condition as on Oct-17	Balance No. of timer switches to be fixed as on Oct-17
A	B	C	D	E=A-C
54,657	16,857	13,365	3,492	41,292

Commission's Views:

The Commission observes that the status of providing timer switches to street lights remains almost the same as last year and also that there is no appreciable change in rectification of failed timer switches and putting them back into service. As can be seen, there are around 3,500 timer switches which are not functioning and the BESCOM has not initiated any action to coordinate with the concerned local authorities to take up necessary repair/replacement of the failed timer switches. Thus, the inaction by the BESCOM has actually resulted in non-utilization of timer

switches to properly regulate the illumination of streetlights aimed at not only avoiding wastage of electricity but also conserving electricity. The BESCOM should seriously pursue with the concerned local authorities for taking up repairs and put them back into service.

Further, it is observed that the BESCOM has not initiated any action to install timer switches at its cost and later recover the cost from the concerned local bodies, as directed by the Commission. Therefore, the Commission reiterates that the BESCOM shall install the timer switches at its cost initially and get it reimbursed from the local authorities apart from persuading the local bodies to install timer switches at their cost by availing the funds / grants received from the Government and other agencies for such energy conservation programmes. BESCOM shall explore taking the services of EESL for effective implementation of this measure.

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. The compliance in this regard shall be submitted once in a quarter, regularly, to the Commission.

7. 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 interruptions may be intimated to consumers through SMS and other means.
 - 5) Where load shedding has to be resorted due to unforeseen reduction in the availability of power, or for other reasons, consumers may be informed of the likely time of restoration of supply through SMS and other means.
 - 6) Load shedding should be carried out in different sub-stations / feeders to avoid frequent load shedding affecting the same sub-stations / feeders.
 - 7) The ESCOMs should review the availability of power with respect to the projected demand for every month in the last week of the previous month and forecast any unavoidable load shedding after consulting other ESCOMs in the State about the possibility of inter-ESCOM load adjustment during the month.
 - 8) The ESCOMs shall submit to the KERC their projections of availability and demand for power and any unavoidable load shedding for every succeeding month in the last week of the preceding month for approval.
 - 9) The ESCOMs shall also propose specific measures for minimizing load shedding by spot purchase of power in the power exchanges or bridging the gap by other means.
 - 10) The ESCOMs shall submit to the Commission substation-wise and feeder-wise data on interruptions in power supply every month before the 5th day of the succeeding month.

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

Compliance by the BESCOM

1. Estimate of hourly requirement of the BESCOM is being done on a daily basis and submitted to the SLDC.
2. Estimate of BESCOM's power requirement for succeeding month will be prepared and submitted.
3. Presently, the availability is declared on a daily basis only by the SLDC. Hence, shortage between demand and availability for the month cannot be prepared.
4. The BESCOM has developed a web based Feeder Shutdown Protocol (FSP) Application which supports the process of 11KV feeder selection on non-discriminate basis in the event of unscheduled outage. This Application has to be implemented in coordination with the SLDC, but, the SLDC has rejected to launch the Application. However, the BESCOM is posting scheduled and unscheduled outage information to the consumers through SMS & Web Portal in URJAMITRA Application (Initiative of Ministry of Power, GoI). Uploading of consumer data to this website is still in progress.

At the same time, the BESCOM has developed mobile Application (App) to provide information to the consumers through SMS in advance about the date, time & duration of the scheduled interruptions and also information about the unscheduled interruptions.

Commission's Views

The Commission notes that the BESCOM is still not able to effectively launch the 'application software' for integration with the SCADA data to enable providing information to the consumers through SMS in advance about the time and duration of probable interruptions. There is no appreciable progress in this regard and its current status is the same as the previous year.

The BESCOM shall expedite development of appropriate software to enable inform the consumers through SMS regarding both scheduled and un-scheduled load sheddings 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 the consumers especially the industrial consumers.

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

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

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

The directive is as under:

“The BESCOM is directed to put in place a 24x7 fully equipped Centralized Consumer Service Center at its Headquarters with a state of the art facility/system for receiving consumer complaints and monitoring their redressal so that electricity consumers in its area of supply are able to seek and obtain timely and efficient services in the matter of their grievances. Such a Service Center shall have adequate desk operators in each shift so that the consumers across the jurisdiction of the BESCOM are able to lodge their complaints to this Centre.

Every complaint shall be received on helpline telephone number by the desk operator and registered with a number which shall be intimated to the Consumer. In turn, the complaints shall be transferred online to the concerned field staff for resolving the same. The concerned O&M/local service station staff shall visit the complainant's premises at the earliest to attend to the complaints and then inform the Centralized Service Centre that the complaint is attended. Then, the desk operator shall also call the complainant and confirm with him whether the complaint has been attended. The complaints shall be closed only after receiving consumer'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 along with the names of the officers responsible with remarks be placed before the Managing Director on the following day for his attention who would review and take corrective action in case of any pendency/delay in attending to the complaints.

The BESCOM shall publish the details of complaint handling procedure/Mechanism with contact numbers in the local media or in any other form periodically for the information of the consumers. The 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 BESCOM to establish/strengthen 24x7 service stations, equipping them with separate vehicles & adequate line crew, safety kits and maintenance materials at all its sub-divisions including the rural areas for effective redressal of consumer complaints".

Compliance by the BESCOM

To facilitate consumers to report any power supply related complaints, the BESCOM has established a well-integrated 24X7 Customer Helpline through the latest technology and software development along with in-built automatic call transfer system. The consumers calling the Customer

Helpline Number 1912 which has 30 concurrent lines with Multi-Channel Complaint Registration Facility (Phone, SMS, Online, E-mail Facebook & Twitter).

All the consumer complaints are being registered in the web enabled PGRS (Public Grievance Redressal System) application. Whenever any consumer registers his complaint, he will be provided with the docket number, using which he can track his complaint status through Help Line or BESCOM Website. Also, for the speedy redressal of complaints, the BESCOM has established Circle Control Rooms in all the 9 Circles.

In order to facilitate consumers to register their complaints through SMS, the BESCOM has developed and deployed a SMS Complaint Management System. Consumers send SMS to 58888 to register their complaints.

Once the SMS is received, the consumer gets the acknowledgment message along with a docket number. The application forwards the complaint message to the concerned sub-divisional AEE and EE for necessary action. After resolving the complaints, the concerned field-staff will inform the Circle Control Room to close the complaint docket. The executives at Circle Control Rooms confirm with the complainant and then only they will close the docket.

Further, as per the directions of the Commission, the BESCOM has already published the Helpline contact number 1912 in all the newspapers, Radio and Television and it also being publicized regularly through various means of publicity like pamphlets, hoardings, advertisements, Facebook, Twitter, BESCOM Service Station vehicles, display on linemen uniforms, SMS and notifications etc.

Commission's Views:

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

directs BESCOM that it should continue its efforts in further improving the delivery of consumer services especially in reducing time required for resolving consumer complaints which on breakdowns of lines/equipment, failure of transformers etc., which resulting in interruptions in power supply should be given prompt and effective response. It is also imperative that necessary steps are taken to continuously sensitize field-staff about efficient handling of consumer complaints apart from improving their general efficiency.

The Commission reiterates its directive to the BESCOM to publish the complaint handling procedures / contact number of the Centralized Consumer Service Centre in the local media, host it on its website and also publish it through other modes periodically 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 of disposal of complaints registered. The compliance in this regard shall be furnished once in a quarter regularly, to the Commission.

9. Directive on Energy Audit

The Commission had directed the BESCOM to prepare a metering plan for energy audit to measure the energy received in each of the Interface Points and to account the energy sales. The Commission had also directed the BESCOM to conduct energy audit and chalk out an action plan to reduce distribution losses to a maximum of 15 percent in the towns/ cities having a population of over 50,000, where it was above this level.

The Commission had earlier directed all the ESCOMs to complete installation of meters at the DTCs by 31st December, 2010. In this regard the ESCOMs were required to furnish to the Commission the following information on a monthly basis:

- a) Number of DTCs existing in the Company.
- b) Number of DTCs already metered.

- c) Number of DTCs yet to be metered.
d) Time bound monthly programme for completion of the work.

Compliance by the BESCOM:

The status of DTC metering as on October 2017 is as under:

Sl.No	Area	Total No. of DTCs existing as at the end of Oct-17	Total DTCs metered	Balance to be metered	Exempted DTCs from metering (Feeding to IP, St. lts & WWs)	Actual DTCs to be metered with modems excluding DTCs feeding to IP & WWs	No of DTCs proposed for metering along with modems feeding to IPDS Towns	Remaining DTCs to be metered with modems as on Oct-17	Modems Fixed	Balance No of metered DTCs for which modems to be fixed	% of Metering
1	2	3	4	5=3-4	6	7=5-6	8	9=7-8	10	11=4-(8+10)	12=4/3*100
1	BMAZ	48125	47210	915	0	915	0	915	40813	6397	98.10
2	24 Towns	9640	9293	347	0	347	0	347	8873	420	96.40
3	Non RAPDRP	229758	57127	172631	135017	37614	5926	31688	45000	6201	24.86
Total		287523	113630	173893	135017	38876	5926	32950	94686	13018	39.52

DTC metering for IP sets and water supply installations are exempted, the number of balance of DTCs to be metered is out on approximately 38,876. There are approximately 5,926 DTCs identified under IPDS towns yet to be metered, for which tendering process is already initiated. Hence, balance DTCs to be metered as on October 2017 is 32,950 numbers.

For carrying out energy audit of metered DTCs, the BESCOM has taken all the necessary measures to resolve the issues and the same is under progress.

In RAPDRP area, DTC-wise energy audit reports require fine-tuning in incremental data, GIS updating and integration with RAPDRP system. Once it is integrated, DTC-wise system generated energy audit reports will be submitted regularly to the Commission.

In non-RAPDRP area, DTC-wise energy audit reports are generated from January 2016 onwards for 38,000 DTCs. However, due to improper tagging, most of the DTCs are having abnormal losses. Action is being taken to set

right the same. Quarterly reports of ranges of loss levels are furnished to the Commission regularly.

Also, the energy audit reports of towns/divisions/feeder-wise are being furnished regularly to the Commission in the prescribed format for quarterly review meetings.

Commission's Views

It is observed by the Commission that the BESCOM has not submitted the monthly energy audit reports of cities/towns with detailed analysis regularly, to the Commission. The BESCOM needs to conduct energy audit of identified cities/towns and on the basis of energy audit results, initiate necessary action to reduce the distribution losses and improve collection efficiency so as to achieve the targeted A T & C loss of less than 15 per cent. The BESCOM is directed to conduct such energy audit and submit compliance thereon regularly to the Commission.

As regards energy audit of DTCs, the Commission notes that, despite completion of metering of 1,13,630 number of DTCs, the BESCOM has failed to take up DTC-wise energy audit, citing incomplete tagging of consumer installations with the concerned feeders/DTCs and also unresolved software integration issues. BESCOM cannot keep on claiming that the work of tagging of consumer installations and software issues is yet to be resolved. The reply currently submitted by the BESCOM in this regard is the same as that of the previous year. It clearly shows that the BESCOM is not serious about conducting DTC level energy audit and run its business on commercial principles. This further, shows that the BESCOM is not interested in resolving early, the issues relating to tagging/software integration and to adopt accounting/auditing of energy as its core function. **The action taken by the BESCOM so far is not satisfactory and the Commission views with displeasure the delay in, completing the tagging of consumer installations and taking up energy audit of all the metered DTCs.**

The BESCOM is directed to take up energy audit of 1,13,630 DTCs, which are metered and to take remedial measures for reducing energy losses in the high loss making distribution areas. The compliance in respect of DTC-wise energy audit conducted, with the details of analysis and the remedial action initiated to reduce loss levels shall be regularly submitted to the Commission on a quarterly basis.

Further, the BESCOM is directed to submit to the Commission, before 21st May, 2018 the consolidated energy audit report for the FY18, as per the formats prescribed by the Commission, vide its letter No. KERC/D/137/14/91 dated 20.04.2015.

10. 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 BESCOM to implement High Voltage Distribution System (HVDS) 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 by the BESCOM:

1. The implementation of HVDS involving 68 feeders in Tumakuru RSD-1 & 2, Chikkaballapura and Doddaballapura subdivisions has been completed. The analysis of the feeders commissioned with respect to benefits accrued to the system post-implementation vis-à-vis the objectives set out in the DPR have been carried out by a third party Agency viz., M/s. N_Arc Consulting, New Delhi and the reports have already been submitted to the Commission in the month of July, 2017.
2. Further, the DPRs pertaining to implementation of HVDS in Ramanagara division have been prepared as per the revised guidelines of the Commission and got approved vide Ref No: KERC/D/75/15-16/1583, dated 20.09.2016. These works are in progress and will be completed within the scheduled period as per the

contract. As per the directives of the Commission, to derive the envisaged benefits on implementation of the scheme and for Pre & Post analysis, a third party agency will be awarded the work shortly.

3. As per the directives of Commission, M/s CPRI, Bengaluru has been appointed as the Third Party Inspection Agency for pre & post-analysis of HVDS works for outlining the benefits accrued to the system post - implementation of the HVDS project in Kanakapura division which will be submitted to the Commission after completion of the works.
4. The physical and financial progress in respect of HVDS works in Ramanagara circle will be submitted to the Commission once in a quarter without fail.

Commission's Views:

The Commission observes that the BESCOM has not expedited the implementation of HVDS in its Kanakapura and Ramanagara divisions. The delay in implementation of HVDS, in fact, has delayed accrual of the post commissioning benefits of the scheme as envisaged in the DPR prepared by the BESCOM. The BESCOM is directed to expedite the works to complete these projects and submit the analysis of the feeders commissioned in order to evaluate the benefits accrued to the system post- implementation vis-à-vis the objectives set out in the DPR.

Further, the Commission had constituted an expert committee to look into the other alternatives available to HVDS, in the wake of the suggestions of Sri B.S. Hanumanthappa, a member of the Advisory Committee of the Commission that implementation of the HVDS in the ESCOMs is not beneficial to the distribution system. The Committee after studying the various alternatives to HVDS, has recommended that HVDS is beneficial to the system and higher loss reduction could be achieved if implemented at a reasonable cost by utilizing the released materials such as conductors, poles, etc.,. In view of the Committee's recommendations, the Commission is of the view that the HVDS should be implemented by following the

guidelines issued by the Commission, only wherever it is technoeconomically viable.

Further, it is seen that whereas several HVDS projects have been implemented in different subdivisions of BESCOM they have not been taken up by other ESCOMs in the State. It is considered that sufficient number of 11 kV feeders in BESCOM area have already been covered by implementing HVDS and that for the present any further implementation of HVDS in other subdivisions in BESCOM's jurisdiction may not be necessary.

Therefore, the BESCOM is directed to take up or not to submit any further proposals of HVDS until further orders.

11. Directive on NirantharaJyothi – 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 BESCOM;

The BESCOM has taken up 380 feeders under NJY Phase-3 and the progress of works at the end of October, 2017 is as follows:

- a) Feeder works completed - 358 numbers
- b) Feeders commissioned - 311 numbers

Balance works will be completed by the end of December, 2017. Also the BESCOM has awarded the work of pre and post-analysis of NJY Phase-3 works to Third Party agencies. The agencies have taken up the analysis and the report will be submitted in due course of time.

Further, the field officers have been directed to take action for prevention of illegal tapping of NJY feeders by farmers.

Further, IP set consumption based on energy meter data in respect of already segregated agricultural feeders under NJY will be submitted in the prescribed format as directed by the Commission.

The BESCOM is providing three phase power supply to agricultural feeders as per the policy of GoK, i.e., 3 hours of three phase power supply during day time and 4 hours of three phase power supply during night time totally 7 hours, for agricultural feeders. The BESCOM is also providing single phase power supply to segregated agricultural feeders upto 7-8 hours. This is to provide power supply for illumination purposes to all farm houses, poultry farms etc., during night hours.

Further, the agricultural feeders are provided with numerical over load relays to limit the loads to that of connected single phase load of 11kV feeders with the intention of providing continuous power supply to farm houses, poultry farms etc., during non-three phase power supply period. This is also to prevent unauthorized usage of IP sets during single phase period of power supply.

The BESCOM has further prescribed the following procedure to be adopted for arranging single phase power supply to the segregated agricultural feeders and a circular has been issued to the field staff vide letter No. BESCOM/DT/PS/BC-1/2014-15/CYS-117, dated 9.4.2015.

If the load recorded is more than the setting, in the case of agricultural feeders, the feeder trips and then the procedure adopted is as noted below:

- The current setting of overload relays is set based on the sanctioned/connected single phase loads of the respective agricultural feeders.
- If the feeder trips on overload relay during single phase power supply period, the agricultural feeder is test charged after 10 minutes.
- If the feeder trips again on overload relay, the agricultural feeder will

be kept open for a period of half an hour and subsequently the feeder will be charged.

- If the feeder trips again on overload relay, the agricultural feeder will be kept open for a period of one hour and subsequently the feeder will be charged.
- If the feeder trips again due to overload relay during single phase power supply period, the feeder will be kept permanently open during the remaining single phase power supply period. i.e., till the 3 phase power supply is resumed as per schedule.

Commission's Views

The Commission notes that the BESCOM has commissioned all the feeders taken up under NJY scheme phase 1 & 2 and achieved significant progress under phase 3 also by commissioning 311 feeders out of 380 feeders taken up for implementation. However, there has been an inordinate delay in completion of the NJY works which has resulted in non-realization of envisaged benefits to the organization, as per the DPR.

Therefore, the BESCOM is directed to commission all the remaining feeders taken up under phase-3 expeditiously and thereafter to carry out the feeder-wise analysis to ensure that the objectives set out as per DPR are accomplished. Further, the BESCOM shall ensure that any illegal tapping of NJY feeders by the farmers for running their IP-sets should be stopped immediately. Failure to stop this illegal activity will defeat the very purpose of feeder segregation works undertaken at huge cost and therefore, the BESCOM needs to take stern action on any such offenders. Further, the field officers/officials who fail to curb illegal tapping shall be personally held responsible for these irregularities.

The Commission finds it difficult to accept the statement of BESCOM that the system of arranging 7-8 hours of single phase power during night in

addition to staggered 7 hours of three phase power with the aid of overload protective relays fixed to agricultural feeders in the substations working satisfactorily. The Commission is of the view that despite these measures taken by the BESCOM to regulate power supply on exclusive agricultural feeders, there is likelihood and of the procedure for supplying single phase power during the night time not being implemented/enforced strictly, in the field. This may be the reason for increase in IP set consumption in FY17 eventhough the number of installations serviced have come down by around 12,000, when compared to the approved number of installations. The BESCOM should strictly monitor the implementation of the regulated power supply procedure to IP feeders and take necessary corrective action if the same is faulty.

Further, it is noted that the BESCOM has already segregated significant number of feeders under NJY phase 1, 2 and 3 works and consequently the energy consumed by the IP sets could be more accurately measured at the 11 KV feeder levels at the sub-stations, duly considering the distribution losses in 11 KV lines, distribution transformers and LT lines. Therefore, the Commission directs the BESCOM to continue to report everymonth, 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.

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.

12. Directive on Demand Side Management in Agriculture:

In view of the urgent need for conserving energy for the benefit of the consumers in the State, the Commission had directed the BESCOM to take up replacement of inefficient Irrigation Pumps with energy efficient Pumps

approved by the Bureau of Energy Efficiency, at least in one sub-division, in its jurisdiction and report compliance thereon.

Compliance by the BESCOM:

The BESCOM has taken up Surya Raitha a pilot project to arrange solar power supply to 310 number of IP sets connected to 11kV Harobebe feeder of Kanakapura division. Out of 310 number of Solar PV powered IP sets, 250 IP sets are commissioned as on September, 2017 under Phase-I. Work in respect of additional 60 IP sets under Phase-II of Surya Raitha pilot project is in progress and is expected to be commissioned by 31.01.2018. Further, the BESCOM requests the Commission to allow a time of two months to submit the analysis report indicating the benefits to the system in respect of completed 250 IP sets.

Commission's Views

The Commission notes that there is undue delay in implementation of DSM scheme in Kanakapur division. The BESCOM needs to expedite completion of this project. The Commission is of the view that timely completion of the above works will ensure envisaged benefits of the scheme reaching the beneficiary farmers and encourage its acceptance among the farmers in general. Further, the BESCOM has not taken any action to implement DSM measures in the other parts of its area, so as to conserve energy and also precious water, for the benefit of farmers. Therefore, the BESCOM should take up DSM initiatives in other parts of its jurisdiction also.

The Commission directs the BESCOM to expedite the implementation of DSM measures in 11kV Harobebe feeder in Kanakapura taluk and submit the analysis report in respect of completed IP sets. Compliance in this regard shall be submitted to the Commission within three months from the date of this Order.

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

The Commission had directed the ESCOMs to prepare a detailed and time bound action plan to provide electricity to all the un-electrified villages, hamlets and habitations in every taluk and to every household therein. The action plan was required to spell out the details of additional requirement of power, infrastructure and manpower along with the shortest possible time frame (not exceeding three years) for achieving the target in every taluk and district. The Commission had directed that the data of un-electrified households could be obtained from the concerned Gram Panchayaths and the action plan be prepared based on the data of un-electrified households.

Compliance by the BESCOM

RGVY XII Plan:

The BESCOM had issued detailed work award (DWA) for electrification of un-electrified BPL households under RGVY XII Plan, in five districts, namely, Bengaluru Rural, Kolar, Ramanagara, Chikkaballapura and Davangere in the month of January, 2015. As per DWA, the time schedule for completion of the works is 31st December, 2016.

The progress achieved under RGVY scheme is as under:

Sl. No.	Name of district	No. of BPL house holds identified for electrification as per DWA	No. of BPL house holds identified for electrification as per survey	Total progress as at the end of September-17	% Progress
1	Bengaluru rural	6,167	8,303	8,303	100%
2	Davangere	21,294	25,042	25,042	100%
3	Kolar	13,041	21,312	21,312	100%
4	Chikkaballapura	15,460	24,696	24,696	100%
5	Ramanagara	4,569	18,399	18,399	100%
Total		60,531	97,752	97,752	100%

Initially 60,531 number of un-electrified BPL households were identified for electrification in five districts. However, during the course of execution, 97,752 un-electrified BPL households were identified and the same have been electrified as at the end of September, 2017.

Totally there are 1,36,140 un-electrified households that exist in the jurisdiction of the BESCOM. Out of which 1,19,659 BPL households are identified for electrification under DDUGJY scheme as detailed below. Remaining 16,481 households are proposed for electrification under SAUBHAGYA scheme. In this regard, Letter of Intent is issued to M/s REC, New Delhi.

DDUGJY Scheme:

The DWAs for electrification of un-electrified BPL households under DDUGJY scheme have been issued in eight districts to qualified Agencies on March, 2017 for six districts and on May, 2017 for two districts. The Letter of Intent was also issued on January, 2017 for six districts and on March, 2017 for two districts. Time line fixed for completion of the works in all aspects is within 24 months from the date of issue of Letter of Intent to the Agencies.

Sl. No.	Name of the District	DDUGJY		
		BPL Households identified for electrification.	Progress as at the end of October 2017	% Progress
1	Bengaluru rural	4,315	0	0.00%
2	Davanagere	5,885	0	0.00%
3	Kolar	4,563	0	0.00%
4	Chikkaballapura	4,173	580	13.90%
5	Ramanagaram	7,689	0	0.00%
6	Chitradurga	36,817	0	0.00%
7	Tumakuru	50,694	225	0.44%
8	Anekal taluk of Bengaluru Urban	5,523	0	0.00%
Total		1,19,659	805	0.67%

The BESCOM is committed to completing the electrification of identified BPL households under DDUGJY scheme within the stipulated time fixed by the REC in all aspects. However, in respect of non-BPL households, the work

will be taken up and completed immediately as and when the applicants file their applications duly following the KERC norms in arranging power supply.

The above mentioned reasons are submitted for consideration of the Commission and it is also requested not to initiate penalty proceedings under Section 142 of the Electricity Act, 2003, against the BESCOM.

Commission's Views:

The Commission notes that 100 per cent progress has been achieved in electrification of un-electrified BPL households under RGGVY XII Plan. However, the progress achieved in electrification of unelectrified households under DDUGJY scheme is less than 1 per cent. Further, it is observed that hardly any progress is made in electrification of 16,481 unelectrified households taken up under the SAUBHAGYA scheme except issuance of Letter of Intent. The BESCOM needs to hasten the progress of electrification of un-electrified households for early completion. It is further noted that the electrification of households has not progressed as per the target, resulting in very large number of households remaining without electricity. The BESCOM should shed its tardiness in electrification of un-electrified households and implement this programme with vigour to complete the task within a definite timeframe, in order to ensure that the people are provided with the basic need of electricity.

Further, the Commission concerned with the very slow pace of progress of this programme, in its previous Tariff Orders had directed the BESCOM 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, despite the directive, the BESCOM is yet to achieve any significant progress in respect of works taken up under DDUGJY and SAUBHAGYA schemes.

The BESCOM is therefore, directed to expedite the task of providing electricity to all the un-electrified households within the targeted period and report compliance to the Commission giving the details of the monthly progress achieved from May, 2018 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 BESCOM in the event of non-compliance in the matter.

14. Directive on Implementation of Financial Management Framework:

The present organizational set up of the ESCOMs at the field level appears to be mainly oriented towards maintenance of power supply without a corresponding emphasis on realization of revenue. This has resulted in a serious mismatch between the power supplied, expenditure incurred and the revenue realized in many cases. The continued inability of the ESCOMs to effectively account the input energy and its sale in different sub-divisions of the ESCOM in line with the revenue realization rate fixed by the Commission, urgently calls for a change of approach by the ESCOMs, so that the field level functionaries are made accountable for ensuring realization of revenues vis-à-vis the input energy supplied to the jurisdiction of sub-division/ division.

The Commission had therefore directed the BESCOM to introduce a system of Cost-Revenue Centre Oriented sub-divisions at least in two divisions, on a pilot basis, in its operational area and report the results of the experiment to the Commission.

Compliance by the BESCOM:

In pursuance of the Commission's directives, the BESCOM has designed and implemented the Financial Management Framework Model from 26. 7. 2017 onwards, wherein targets are fixed for T&D losses; tariff-wise ARR; ARR (all); Sales; Revenue Demand; 100 per cent Billing Efficiency; and 100 per cent Collection Efficiency on collection target for all levels from O & M

subdivision to Zone and also defined new Business Report to measure the performance.

Distribution losses are fixed separately for HT & LT category as approved by the Commission and the average distribution losses for specific level of office is arrived at based on the sales of FY17.

Average Realization Rate (ARR) excluding tax and FAC and revenue from all categories are fixed based on the consumer mix contribution factor of each office in FY18.

Collection target is inclusive of net revenue demand plus 10 per cent of clear recoverable arrears plus 5 per cent of arrears of long disconnected installations.

Further, workshops and meetings have been conducted for effective implementation of Financial Framework Model.

Following reports are herein enclosed for perusal of the Commission:

- a) Circular No. BESCOM/BC-22/2017-18/CYS-10, dated 26.07.2017.
- b) PPT towards Implementation and minutes of the meeting, dated 08.08.2017.
- c) Minutes of the Meeting dated 22.09.2017 conducted by the Director (Finance) along with SDO-wise performance reports, SDO wise/section-wise, Quarter-wise reports of Kengeri, Shivaji Nagar and Ramanagar divisions were reviewed by the Managing Director during November, 2017.

Commission's Views

The Commission notes that the BESCOM has implemented the financial framework model designed by it, so that the performance of the divisions / sub-divisions is linked to the quantum of energy received, sold and cost thereon and they conduct its business purely on commercial principles. However, the BESCOM is not submitting the compliance in respect of

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

The Commission directs the BESCOM to review the performance of the divisions & sub-divisions in terms of the energy received, sold, average revenue realization and average cost of supply using the financial 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 category of consumers.
- c) Target revenue to be collected and achievement under all categories.
- d) Targeted distribution loss reduction when compared to previous years' losses.
- e) Comparison of high performing divisions in sales with low performing divisions.

Based on the analysis, the BESCOM needs to take corrective measures to ensure 100 per cent meter reading, billing, and collection, through identification of sub-normal consumption, replacement of non-recording meters; etc.

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

15. 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 2016-17 and with regret noted that as

many as 402 people and 416 animals have died due to these accidents. From the analysis, it is seen that the major causes of the accidents are due to snapping of LT/HT lines, accidental contact with live LT/HT/EHT lines, hanging live wires around the electric poles /transformers etc., in the streets posing great danger to human lives.

Considering the above facts, the Commission hereby directs the BESCOM to prepare an action plan to effect improvements in its distribution network and implement safety measures to prevent electrical accidents. A detailed division-wise action plan shall be submitted by the BESCOM to the Commission".

Compliance by the BESCOM:

1. Instructions have been issued from the Corporate Office to rectify the identified hazardous locations on top priority.
2. Third Saturday of every month is conducted as safety day and instructions are issued from the Corporate Office to the field-staff to conduct safety day every month wherein officers have to educate the field-staff regarding safety and to take at least one feeder maintenance work every month in each division.
3. Lol is issued for fixing the incoming and outgoing name plate details for every DTC and change over points.
4. Several circulars are issued from the Corporate Office regarding safety of staff and public.
5. Instructions are issued from the Corporate Office to attend the on observations of DTCs and Lines made by the Electrical Inspectorate Department.
6. Safety pamphlets, Book markers and Safety game boards have been distributed during Distribution Utility Meet-17(DUM-17) and Vigilance Awareness Meet on 20.12.2017.
7. LT spacers are being installed wherever required.

8. LTD boxes are being installed wherever required.
9. Instructions have also been issued to all the field staff to immediately rectify the dangling wires on transformers/poles, raise the aerial fuse boards to safe height, prune the trees along the HT/LT lines, clean the transformer/ RMU surroundings, maintain feeder pillar boxes and LTD boxes etc.
10. Modification of 11KV GoS has been carried out in BMAZ area.

Commission's Views

The Commission notes that the BESCOM has taken various remedial measures to improve its distribution network and also taken up awareness programmes to educate the field staff and public about the safety electricity related. However, despite these measures, the rate of fatal electrical accidents involving both human and livestock is on increase which is a matter of serious concern to the Commission. The frequent occurrence of electrical accidents indicates that there is an urgent need for identification and rectification of hazardous installations, more systematically and regularly. Therefore, the 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 campaign through visual/print media on safety aspects relating to electricity among public.

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 view of that the existence of hazardous installations in the distribution network is evidently because of the subs-standard works carried out by BESCOM without adhering to the best & standard practices

in construction/expansion of the distribution network. The BESCOM needs to conduct regular safety audit of its distribution system and to carryout preventive maintenance works as per schedule of the Safety Technical Manual issued by the Commission to keep the network equipment in healthy condition.

The Commission, reiterates its directive that the BESCOM shall continue to take adequate measures to identify and rectify all the hazardous locations/installations existing in its distribution system under an action plan to prevent and reduce the number of electrical accidents occurring in its distribution system. The compliance thereon shall be submitted to the Commission every month, regularly.