

## CHAPTER-8

### **8. Compliance to directives issued by the Commission**

#### **1. Directive on Energy Conservation**

The GESCOM was directed 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 and also to service all streetlight installations with LED/energy efficient lamps.

The GESCOM has not submitted compliance regularly to the Commission on the above directive. GESCOM shall submit the compliance on the above.

GESCOM has also not submitted compliance regarding the program undertaken by it to educate all the existing domestic, commercial and industrial consumers, through media / distribution of pamphlets along with monthly bills, regarding the benefits of using five star rated equipment in reduction of their monthly electricity bills and conservation of energy.

The GESCOM shall submit the details of the programs undertaken by it to educate the consumers to use BEE star rated equipment.

#### **GESCOM Reply:**

The New street Light/high mast installations including extensions made to existing street Light circuits are serviced only with the LED lamps/Energy efficient lamps.

GESCOM has conducted awareness programme to the existing domestic commercial & 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 conservations precious energy during consumer interaction meeting at Sub-division level.

The details of the programs undertaken by GESCOM to educate the consumers to use BEE star rated equipment, benefits etc, is under consolidation will be submitted at the earliest.

## **2. Directive on implementation of Standards of Performance (SoP)**

As observed from the SoP achieved for April –September 2016, GESCOM has not achieved targeted SoP in respect of servicing of IP sets/ other category Applications, replacement of failed distribution transformers / faulty meters, etc. GESCOM shall submit the reasons for delay in achieving the specified SoP in respect of the above services and action taken to improve such services.

### **GESCOM Reply:**

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. GESCOM has displayed prominently in Kannada the details of various services such as replacing of the failed transformers, attending to fuse off call / line breakdown complaints arranging new services, change of faulty energy meters, reconnection of power supply, etc., rendered as per Schedule-I of the KERC (Licensee's Standards of Performance), 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 for the information of consumers.

The reason for pendency is due to the payment of deposits, other required cost and the pending failed Transformers to be replaced are within time limit only.

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The reason for pendency is due to the payment of deposits, other required cost.

GESCOM has reviewed the performance of the divisions for the period from April-2016 to Sept-2016 in respect of energy received, sold average revenue realization & average cost of supply using the financial framework as directed in the tariff order.

The following areas for each month and as well as cumulative performance of the divisions are being analyzed at corporate level.

- 1) a. Target losses fixed and achievement level at each stage.  
b. Target revenue to be billed and achievement level at each category.  
c. Targeted revenue to be collected and achievement level at all categories.
- 2) Targeted distribution loss reduction when compared to previous years losses.
- 3) Comparison of high performance Divisions in sales with low performance divisions.

The following measures have been taken to reach to targeted ARR & also achieve 100% collection efficiency.

1. Revenue Monitoring cell has been created for exclusively monitoring the 100% billing, collection along with arrears of previous months, analysing sub normal consumption pattern, ensuring correct metering constants in billing, age wise arrears analysis to be collected and replacement of MNR meters etc.,
2. Introducing Android mobile billing system.
3. Introducing photo billing system in order to ensure the correctness of meter reading.
4. SMS alerts to consumers regarding due date for Electricity bill payment is under progress will be implemented shortly.

### **3. Directive on use of safety gear by linemen:**

The Commission had directed GESCOM to take action to sensitize the linemen about the need for adoption of safety aspects in their work through suitably designed training / awareness programmes and devising suitable

reporting system on the use of safety gear and also mandate supervisory/higher officers to regularly cross check the compliance by linemen and take disciplinary action on the concerned if violations are noticed.

GESCOM is required to submit the compliance on the above.

**GESCOM Reply:**

All the Supervisory/higher Officers are instructed to cross check the use of safety gears provided to field staff and educate the field staff about advantages of using safety gears.

Further as per the kind direction by Hon'ble Commission vide Ltr., No. KERC/D/47/2016-17/ 1884 Dtd 28.10.2016 all the field engineers/staff are instructed vide T.O No. GESCOM/CEE(CP)/SEE(MIS)/ EE(RA)/2016-17/ 40890-931 Dtd 24.11.2016 to implement the safety measures as indicated in the safety manual and this manual shall be used as a guide in the field in maintaining the power distribution system in an efficient manner by improving the power supply reliability and ensuring safety

**4. Directive on providing Timer Switches to Street lights by ESCOMs**

GESCOM has not submitted the quarterly compliance report in respect of installation of timer switches, to the Commission. GESCOM shall furnish the reasons for delay in taking up the work. Also, GESCOM shall furnish the latest progress of installation of timer switches by the local bodies since the meeting on 22.10.2016.

**GESCOM Reply:**

GESCOM has conducted the meeting along with the Urban local bodies on 22.10.2016 regarding providing timer switches to all street light control points. The local bodies are agreed to take the work under DCW/self execution basis. All the field officers of GESCOM are instructed to prepare the estimate and submit the same to division office, the same may be finalized by division officers in concerned with local bodies to take up the

works. The concerned divisional officers are directed to complete the work before March-2017.

Now, M/s EESL has submitted the proposal for taking the work of providing energy efficient lights to street light with providing timer switch to control points and is under discussion.

## 5. Directive on Load shedding

GESCOMs is not submitting regularly to KERC 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 for approval, GESCOM shall submit the same and also furnish the reasons for delay in not initiating a system of informing the consumers/public through SMS in case of load shedding due to any reasons.

### **GESCOM Reply:**

GESCOM is submitting 15 minutes block wise week ahead requirement of power and energy for one week in advance to SLDC, KPTCL, Bangalore. And also daily submitting the block wise day ahead requirement of power based on seasonal condition and other factor affecting the demand to the SLDC Bangalore through e-mail. Inturn everyday SLDC will issue availability of power & energy one day in advance for GESCOM. Accordingly re-scheduling of power & energy will be done at 220 KV level Receiving Stations.

Whenever there is loss of generation, SLDC will intimate GESCOM for restricting the load. Accordingly GESCOM will restrict the load based on the real time schedule given by the SLDC. The load will be restricted based on the 220KV R/S wise percentage of allocation chart and by communicating all the substations 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 by the SLDC regarding generation loss, in that case information will be given to the high yielding consumers such as HT & EHT installations.

GESCOM has submitted the projection of demand of power & energy month wise for the year 2016-17, 2017-18 and 2018-19. Implementation of SMS Gateway under progress. Load shedding chart will be submitted in future for approval.

The load shedding is being carried out in all the Sub-station/Feeders by maintaining load shedding chart in batches with category wise feeders by strictly monitoring by the concerned nodal officers to avoid unscheduled load shedding.

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.

GESCOM is submitting feeder wise interruption details such as, No. of interruption and duration of scheduled & unscheduled interruption 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 and to the improve the quality & reliability of power supply.

**6. Directive on establishing a 24X 7 fully equipped centralized consumer service centers**

GESCOM has not submitted the progress of establishing the service stations in the subdivisions/Sections for attending to consumer complaints.

GESCOM shall furnish the details such as the total number of service stations established in the subdivisions/Sections, remaining service stations required to be established and the likely time for establishing the remaining service stations for addressing consumer complaints effectively.

Also, GESCOM has not conducted consumer interaction meetings in subdivisions regularly once in two months as directed. GESCOM shall furnish the reasons for not conducting such meetings regularly.

**GESCOM Reply:**



## **7. ENERGY AUDIT**

### **Energy Audit of cities / towns**

GESCOM is not furnishing the energy audit reports regularly to the Commission. GESCOM shall furnish the same up to October 2016 along with the details of specific measures initiated to further reduce loss levels wherever the same are above 15% since in most of the towns/cities the loss levels are reported as being more than 15%.

### **DTCs Energy Audit:**

GESCOM is required to furnish the details of energy audit conducted in respect of 60,123 DTCs for which meters have already been provided and remedial measures initiated to reduce losses in those DTCs wherever the loss levels are at higher levels. Also, GESCOM shall furnish the reasons for delay in conducting the energy audit of 60,123 metered DTCs.

Further, GESCOM has not furnished the consolidated energy audit report for the FY16 and FY17(up to October, 2016) and GESCOM shall furnish the same as per the formats **Annex-A & B** prescribed by the Commission vide letter No. KERC/D/137/14/91 dated 20.04.2015.

### **GESCOM Reply:**

**Presently energy audit is being carried out for \_\_\_\_ No. of DTCs. The tagging of installation with DTCs is in progress, and instructed the divisional Executive Engineers to complete the tagging before March-2017.**

#### **8. Implementation of HVDS**

In the ESCOMs' Review meeting, GESCOM was directed to submit a detailed report to the Commission on the implementation of HVDS for taking a view on the matter but GESCOM has not submitted the same yet.

Also, GESCOM is required to share the details of the study it has undertaken to implement the HVDS in its jurisdiction.

#### **GESCOM Reply:**

The Hon'ble Commission has directed GESCOM to submit the DPR in respect of Turuvihal hobli in Sidhanur Tq for approval of the commission

The project cost HVDC work involves Rs. 11.89 Crores. The Agavani committee has reported that the HVDS scheme is not viable for GESCOM.

## **9. Implementation of NJY**

GESCOM shall furnish the reasons for delay in execution of 65 feeders under both phase-1&2 and furnish the latest progress/status of NJY works under phase-3. Also, GESCOM shall furnish the comprehensive analysis report in respect of feeders commissioned under NJY.

**GESCOM Reply:**

## **10. DSM in Agriculture**

GESCOM has not complied with the directive. GESCOM shall furnish the latest details/progress of replacing the inefficient pump sets by efficient pump sets along with project details in Aland taluk.

### **GESCOM Reply:**

**GESCOM has requested EESL to send the proposal for implementation of DSM on Agriculture feeder in Aland Taluka. The EESL team is expected to visit GESCOM in January-17.**

## **11. Electrification of un-electrified Households**

GESCOM has stated that it has taken up electrification of 88,797 BPL households and 2,15,755 Rural households under RGGVY XII plan but has not furnish the details of progress achieved in this regard.

GESCOM shall furnish the latest progress of BPL & Rural households electrified under RGGVY XII plan.

### **GESCOM Reply:**

88797 no. of BPL households and n 215755 RHH were included in XII Plan RGGVY Scheme of six districts of GESCOM. In GESCOM, the scheme was sanctioned for Kalaburagi District only. The works of Kalaburagi has been awarded and under progress. The Chief Executive Officer, Zilla Panchayat of Kalaburagi District is requested to furnish 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 of which are under evaluation.

## **12. Subdivision as Strategic Business Units (SBU)**

GESCOM has not implemented the directive on Financial Management Framework in its jurisdiction on the basis of M/s PWC's report. GESCOM shall furnish the reasons as to why it has not so far implemented the directive on Financial Management Framework to assess the performance of the divisions/subdivisions in its jurisdiction, to the Commission.

### **GESCOM Reply:**

As directed by Hon'ble KERC, GESCOM has implemented the model suggested by the consultant i.e. M/s PWC in GESCOM jurisdiction covering divisions and sub-divisions to being accountability to the performance of the Divisions and sub-divisions in relation to the quantum of energy recovered sold and its cost in order to conduct the business on commercial principles.

To implement the directive on Financial Management Framework (FMFW) at sub-division wise in GESCOM Jurisdiction needs asset categorization which is presently not available with sub-division, hence it requires some

time for implementation, and this process is under progress. will be completed by March-2017.

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### **13. Prevention of Electrical Accidents**

GESCOM has not submitted the Division wise action plan to minimize accidents. It has also not submitted the details of number of hazardous installations identified and rectified in the distribution system for FY16.

GESCOM is required to furnish the details of number of hazardous locations/installations identified in its distribution network in FY16 and the number of such installations rectified in FY17 up to November 2016. Also, GESCOM shall furnish the action taken to minimize the accidents, on the basis of the Safety Technical Manual which was already forwarded by the Commission.

#### **GESCOM Reply:**

##### **FY-16:**

The details of number of hazardous installations identified and rectified in the distribution system for FY16 is furnished as in annexure-\_\_\_.

##### **FY-17:**

The details of number of hazardous installations identified and rectified in the distribution system for FY17 (up to Sept-2016) including the balance number of hazardous installations to be rectified is furnished as in annexure \_\_\_.

As per the kind direction by Hon'ble Commission vide Ltr., No. KERC/D/47/2016-17/ 1884 Dtd 28.10.2016 all the field engineers/staff are instructed vide T.O No. GESCOM/CEE(CP)/SEE(MIS)/ EE(RA)/2016-17/ 40890-931 Dtd 24.11.2016 to implement the safety measures as indicated in the safety manual and this manual shall be used as a guide in the field in maintaining the power distribution system in an efficient manner by improving the power supply reliability and ensuring safety.

The Division wise action plan for FY-17 to minimize accidents is enclosed as per Annexure \_\_\_\_\_.

By conducting consumer interaction meeting at O&M Sub-divisions level the awareness among public is being created about safety.

Further instruction has been issued to the TA&QC, GESCO M wing vide T.O Ltr., No. GESCO M/CEE(CP)/SEE(MIS)/ EE(RA)/2016-17/42566-600 Dtd 03.12.2016 to inspect one feeder in each Sub-division as per the manual for Safety/Technical Audit of Power distribution System issued by Hon'ble KERC.

**FY-16:**

The details of number of hazardous installations identified and rectified in the distribution system for FY16 is furnished as in annexure-\_\_\_.

**FY-17:**

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