

HESCOM ACTIVITIES

Vigilance Activities : Vigilance cell is established in HESCOM covering 7 Districts' viz Dharwad, Belagavi, Uttara Kannada, Gadag, Bijapur, Bagalkot, & Haveri. The Unit is headed by Superintendent of police.

Vigilance Activities:

1. Identify the theft prone installations and to conduct raid on the same periodically.
2. To obtain the list of Sub-normally consuming installation from Sub-Division and Conduct raids on the same.
3. To create cordial relationship with the public by the Sub-Division level employees such as Linemen, GVPs, meter reader and to collect information regarding theft & misuse of electricity and to conduct raid based on information collected. Informants to be rewarded with incentives.
4. The installations having connected Load of 5.0 HP & above are to be serviced through cables and tamper proof boxes and by providing seals to the meter terminal covers thereby preventing pilferage of electricity.
5. Feeder wise and DTC wise energy audit is to be taken up and to conduct raids on the installations of DTC's on which more T &D losses found.

The charge sheets of cognizable cases are submitted to the District Session courts which are in operation in respective 7 District Head Quarters viz Dharwad, Uttar kannada, Gadag, Haveri, Belagavi, Bijapur, and Bagalkot. In Belagavi District 2 No's of Vigilance police station are in operation viz. Belagavi, and chikkodi Hence, the trials of cognizable electricity theft cases are addressed in Belagavi District Session court.

Progress achieved in booking of theft cases is as indicated below.

Financial year	No of installations checked	Cognizable cases booked			Total	Misc. cases		Total		Recovery			
		cases	BBC (in lakhs)	Compounding (in lakhs)		cases	BBC (in lakhs)	cases	BBC cog/Misc& compounding (in lakhs)	Cog BBC (in lakhs)	Compounding (in lakhs)	Misc BBC (in lakhs)	Total
	3	4	5	6	7	8	9	10	11	12	13	14	15
FY-17	28896	2486	143.86	71.00	214.86	4293	1016.90	6779	1231.76	123.33	66.43	939.78	1129.54
FY-18 Up to Sept -17	14633	881	43.78	19.91	63.69	2447	554.02	3328	617.71	56.81	22.68	415.03	494.52

Application for Approval of APR for FY-17 and Approval of Revised ARR & ERC for
FY-19 & Tariff Filing for FY-19

Vigilance Activities of Inspections of installations								
Vigilance Activities of Inspections of installations in (level-4 only). up to September 2017								
Sl No	Period	Category	No of installations	No of cases identified under		Total units quantified	BBC Amount assessed (Cog & Non Cog)	Compounding charges
				Cog	Non Cog			
1	FY-17	LT-3	3714	105	163	174723	2876428	320000
		LT-5	2674	107	161	299942	3829872	2136000
2	FY-18 Up to Sept - 17	LT-3	1954	44	119	61853	1239870	120000
		LT-5	1301	26	82	64467	1060923	292000

QUALITY OF SERVICE : The average energy supply in HESCOM during FY-18(upto-Sept-17) is 37 MU per day. The power supply to Urban/Rural areas was regulated as per the direction of GoK. The durations of interruptions, in Urban & Rural areas for FY-17 & FY-18(Up to Sept-17) is as noted below.

Details of interruption :

Year	Name of Area	No. of 11kV feeders	No. of interruption (Excluding LS)	Duration of interrupti on in Hrs (Excluding LS)	No. of consumer	Avg. No. of interrup tions per 11 KV feeder (Nos)	Avg. duration of interrupti ons per 11 KV feeder (Hrs)	Avg. No. of interrup tions per consumer (Nos)	Avg. duration of interruptio ns per consumer (Hrs)
1	2	3	4	6	7	8=4/3	9=6/3	10=4/7	11=6/7
2016-17	Rural feeders	2249	967374.78	992297.26	2621327	430	441.22	0.37	0.38
	Urban feeders	403	153739.05	93332.59	1351746	381	231.59	0.11	0.07
2017-18 upto Sep-17	Rural feeders	2327	601038.66	775917.79	2676795	258	333.44	0.22	0.29
	Urban feeders	412	131577	72325.15	1377854	319	175.55	0.10	0.05

HT LT Ratio : HESCOM has taken up improvement works under various schemes to reduce the LT to HT ratio. Details of LT/11 KV lines existing in company are as follows.

Details of 11KV/LT Lines

Year	Length in Km of		HT : LT Ratio
	11KV Line	LT Line	
2015-16	66080.93	115152.93	1:1.74
2016-17	71788.94	119300.83	1:1.66
FY-18 (upto-October-17)	75453.30	121921.34	1:1.62

DISTRIBUTION TRANSFORMER FAILURE:

Single phasing of power supply during peak hours and un-scheduled load shedding in the rural areas and to some extent running of un-authorized IP-sets are the major reasons for failure of most of the transformers. Remedial measures such as straightening of poles, restringing of loose spans, re-conduct ring of DTCs earthing & regularization of un-authorized IP-sets etc. are undertaken to prevent failure of distribution transformers.

The below mentioned table shows the failure Distribution Transformers for the period FY-17 & FY-18 (upto-Sept-17)

Year	Urban & Rural	No. of DTCs		% of failure
		Existing	Failed	
FY-17	Urban	19513	1221	6.26
	Rural	147604	19384	13.13
	Total	167117	20605	12.33
FY-18 (upto- Oct-17)	Urban	20142	821	4.08
	Rural	162235	11024	6.80
	Total	182377	11845	6.49

Further, there are 46 local Transformer repair Centres in HESCOM i.e. 44 no of local repair Centres & 2 no of Mega repair Centres established in HESCOM for early repair and replacement of failed transformers, thus maintaining reliability.

Consumer Grievance Re-Dressal forums : District Consumer Grievance Re-Dressal forums are functioning at each district headquarters at Dharwad Haveri, Uttar Kannada, Belgaum, Bagalkot, Haveri, Bijapur and Gadag under HESCOM Jurisdiction. The Progress as on the quarter ending on 30th September 2017 is as noted below.

QUARTERLY PROGRESS REPORT ON FUNCTIONING OF DISTRICT LEVEL CONSUMER GRIEVANCE REDRESSAL FORUMS (CGRFs)

Sl. No	Particulars	Dharwad	Gadag	Uttara Kannada	Belagavi	Bagalkot	Haveri	Vijayapur	Total
1	Number of grievances outstanding at the close of the previous quarter	8	1	1	0	1	0	0	11
2	Number of grievances received during the quarter	2	2	3	0	2	0	3	12
3	Number of grievances disposed during the quarter	9	1	2	0	0	0	3	15
4	Number of grievances pending at the close of the quarter	1	2	2	0	3	0	0	8
5	Number of grievances pending which are older than two months	0	2	0	0	0	0	0	2
6	Number of sittings of CGRF in the quarter	4	3	1	2	2	3	3	18
7	No of cases decided in favor of consumers	4	0	0	0	0	0	0	4
8	No of cases decided against consumers	5	1	0	0	0	0	2	8
9	penalty claimed in violation of SOP (if complaint registered in CGRF)	0	0	0	0	0	0	0	0

To create awareness about the functioning of CGRF among the public advertisement has been issued in Kannada newspapers. Further, it has been made mandatory to hold one sitting on 9th of every month in each district. Paper notification has been also issued in the newspapers for the benefit of consumers. All efforts are being made to give wide publicity to the CGRF so that the consumers can get their problems solve at the earliest. The contact No. & address of the forum are printed on the backside of the consumer bill.

HRD Activities: In financial year 2016-17 various training programmes which have been arranged at ITC HESCOM, Electric Grid, Karwar Road, Hubballi are as follows:

1. As per Karnataka Govt. Apprenticeship Act-1961, one year Apprenticeship training was provided to 64 No. of ITI candidates.
2. As per 1973 & 1986- Apprentice Act (amendment), one year apprenticeship training was provided to 13 No. of Graduate & Diploma engineers.
3. As per the MOA dated: 19.08.2013 between HESCOM and CIRE/REC, training was provided to 337 No. of C&D employees of HESCOM under National Training Programme.
4. Pre-promotional was conducted to 79 No. of employees of HESCOM for the cadre of MR/OS/ASK/Operator to be promoted as Junior Engineers.
5. Pre-promotional was conducted to 67 No. of employees of HESCOM for the cadre of Lineman to be promoted as MR/OS/ASK/Operator.

IT Initiatives :

- a) **HESCOM Website:** The HESCOM Website is maintained by IT Section of HESCOM and www.hescom.co.in is running successfully. Website is updated instantly. HESCOM Website provides all the basic information regarding company profile and activities.
- b) **ERP (Enterprise Resource planning):** ERP Package includes Finance and Accounts, Store Inventory, Material Management, Project Monitoring and Legal activity monitoring, tender monitoring, transformer failure and replacement monitoring. Under this project all the modules are accessible through mobile. The customization of software is under process.
- c) **PLO (Paperless Office):** PLO is implemented w. e. f 04.01.2012 to reduce usage of paper and fast tracking of letter, files without wasting time. PLO is successfully implemented in corporate office, HESCOM. Major benefits of PLO are Cost, Space Management, Data retrieval, access anywhere and security.
- d) **Customer Call Center:** Customer Call Center (CCC) was established under RAPDRP Part-A projects at Corporate Office, HESCOM, Hubli. CCC is operational in HESCOM for proper monitoring of customer care activity such as registration of consumer complaints and speedy redressal of consumer grievances. The helpline executives are working round the clock. The helpline Number is **1800-425-1033**.
- e) **E-procurement:** Government of Karnataka (GOK) through its implementing agency center for E-Governance has implemented single, unified, end to end, e-procurement

platform in Karnataka. The E-procurement system has been implemented in HESCOM on 19.07.2010 to procure works, goods and services through the e-procurement platform.

f) **ATP (Anytime payment) counters:** ATP Counters are working in HESCOM for 52 no's of locations enabling consumers to pay their bills 24X7 days.

g) **Billing Activities:** All the sub divisions of Non-RAPDRP areas are included in web-based TRM Software for generating the bills on the spot and issuing computerized receipts. The web based TRM software is used for maintaining, operating customer accounts and their respective bills, and to generate the reports.

h) **GIS and Thermography:**

The scope of the work includes,

1. Create office hierarchy of HESCOM in the software
2. Create network hierarchy including stations, HT feeders and distribution transformer centers in HESCOM as per the data provided by respective O&M executive engineers.
3. Carry out GIS survey of all distribution transformers and offices and plot them on web based maps.
4. Carry out Thermal Imaging survey of all the outdoor equipment's at the terminals/Joints of each DTC's i.e., Distribution Transformer, HG Units / DOLO, Lightning Arrestors, LTP Kits / LT Fuse, GOS, LT Distribution Box, Metering Box etc., using the Thermal Imaging cameras with specification as mentioned in the tender or with superior version / better specification Thermal Imaging cameras.
5. Measure the peak load current in each phase of the LT side of the transformer using tong tester or similar instrument. Wherever meters are available the current measurement data provided by the DTC metering agency or HESCOM has to be displayed in the software.
6. The thermal images and the digital photograph captured of each DTC shall be uploaded after analysis to the web based centralized software system. The data should be available to be viewed by the concerned AEE's, EE's, SEE's, CEE's & Corporate office users for rectification of Hot spots.
7. For better co-ordination of the shutdown maintenance by prioritizing the work of attending to the hot spots detected in the survey in an effective manner, provision shall be made in software to record the action taken for rectification of Hot Spot by the concerned section officer.
8. The concerned O&M AEE has to rectify the problems noticed and update the action taken in the software. Within a week's time. The jurisdictional SEE's& EE's shall monitor the action taken report.
9. The respective circle SEE's shall furnish the compliance report once in a month along

with the analysis of the saving in energy & reduction in failure of Transformers in comparison with the base data.

10. All assets shall be tracked from the time of purchase through commissioning till retirement of the asset. Provision is made to carry out all activities such as placing of rate contracts, purchase order, estimate preparation, placing of work orders, work awards, issuing and receiving of materials at store, measuring of works in progress and submission of completion report, which are essential for tracking field assets.

Vidyuth Salaha Samithis: The Govt. of Karnataka has issued the Order No : EN 70VSC/2014 Dtd : 04.09.2014 to constitute Vidyuth Salaha Samithis at assembly constituency level and section officer level for redressing the electricity related grievances. The meetings are being conducted on every 3rd Saturday of the month since July-2017 and the progress reports are being sent to Energy Department at assembly constituency level and section office level.

SOLAR PROJECTS IN HESCOM:

- **Supply of Solar LED Lanterns:**

Government of Karnataka vide ltr No EN PSR 2013 Dtd : 28.11.2013 has sanctioned Rs. 3.00 Crs for supply and distribution of solar lanterns to promote renewable energy for the economically backward households living in the hilly/ forest areas in remote and isolated locations vide GoK Order No : EN : 40 PSR/2013 (Part -1) Dtd : 30.10.2013.

The project envisages distribution of solar lanterns to 26,666 beneficiaries with 75% state subsidy and 25% from beneficiaries.

The KREDL has allotted 8500 lanterns for HESCOM out of which 7426 lanterns are distributed to beneficiaries.

- **Solar Roof Top :**

Solar power is considered as one of the alternative to augment the current source as it is a green source of Energy and to harness the potential of solar energy Govt. has issued Solar Policy 2014-2021.

The Solar Policy 2014-2021 promises Solar Power adoption in the Industrial/ Commercial and Residential segments for PV Roof Top Grid Connected System. The application is hosted on website of HESCOM along with the guidelines and formats. Paper Notification has been issued for the information to the public.

In HESCOM, 334 solar rooftop projects are commissioned with a capacity of 10.6 MW.

• **Solar Pumpset:**

Solar Pump set Phase - I : GOK has released 26.8 Crs as a subsidy for installation of 808 solar pumpset across Karnataka. Out of which 300 pumpsets are allotted to HESCOM (Muddebihal-150, Gokak-150) with a following allocation.

Sl. No.	Taluka	Total Distribution	Category wise Distribution			Number of IP set installed	Remarks
			Common	SC.	ST.		
1	Gokak	150	120	21	9	149	Installation Work Completed
2	Muddebihal	150	120	21	9	150	Installation Work Completed

Solar Pump set Phase - II : Government of Karnataka vide its letter No : EN 48 VSC 2016 Dtd : 01.09.2016 has allotted 450 pumpsets to HESCOM with for allocation.

2nd Phase - List of Solar IP set allotted to HESCOM and its progress

Sl. No.	Taluka	Total Distribution	Category wise Distribution			Number of eligible beneficiaries Identified & list sent to KREDL	Number of beneficiaries to be identified	Remarks
			Common	SC.	ST.			
1	Belagavi Rural	50	41	6	3	9	41	
2	Bailhongal	30	24	4	2	4	26	
3	Ramdurga	30	24	4	2	0	30	
4	Chikkodi	20	16	3	1	10	10	
5	B.Bagewadi	30	24	4	2	22	8	
6	Muddebihal	30	24	4	2	28	2	
7	Indi	30	24	4	2	0	30	
8	Jamakhandi	30	24	4	2	13	17	
9	Bilagi	50	41	6	3	7	43	
10	Hunagund	30	24	4	2	0	30	
11	Kundgol	30	24	4	2	4	26	
12	Shirahatti	30	24	4	2	0	30	
13	Ron	30	24	4	2	0	30	
14	Naragund	30	24	4	2	0	30	
	Total	450	362	59	29	97	353	

1 to 3 MW Land Owner Scheme.

As per the solar policy 2014-21 KREDL has called online application for installation of 1 to 3 MW for landowners, under this scheme, total 30 allottees of 59 MW have signed PPA with HESCOM out of which 25 Nos projects of 54 MW are commissioned.

Installation of Solar RTPV Grid connected power plants on HESCOM office buildings.

- a) In Belgaum zone, installation of Solar RTPV Grid connected power plants on 31 Nos of HESCOM office buildings to an extent of 136 KWp is awarded to M/s. Pratham Integrated Engineering Solutions (I) Pvt Ltd., Bangalore award cost Rs. 179 .47 Lakhs.
- b) In Hubli Zone, installation of Solar RTPV Grid connected power plants on 29 Nos of HESCOM office buildings to an extent of 116 KWp is awarded to spectrum consultants, Bangalore Award cost – Rs.109 Lakhs.
The works are under various stages.

PRAYER before the Honorable Commission :

HESCOM with averments made in the respective paras of the ERC/ARR & Tariff Petition for FY-19 duly detailing the revenue requirement of HESCOM respectfully **prays the Hon'ble Commission to;**

Consider the Annual Performance of HESCOM for FY-17 and carry forward the revenue deficit of Rs.943.37 Crs, to ARR of FY-19.

- A. Approve the revenue deficit of Rs 428.13 Crs for FY-19.
- B. Approve the total revenue deficit of Rs. 1371.50crs. as detailed in above paras and allow HESCOM to increase the tariff to an extent of Rs.1.23 per unit , across all categories.
- C. Approve the proposed purchase, sales, and losses, CAPEX, Revised ARR and ERC for FY-19.
- D. Approve the wheeling charges cross subsidy charges and RPO Compliance.

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