

VIGILANCE ACTIVITIES

To curb theft and misuse of electricity special theft police set up i.e. 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 whose head quarter is located in first floor of o/o Chief Engineer (Electy), Hubli Zone, Shivaganga Layout, Keshwapur Hubli-23. One DSP office is also working under this office which is also located in first floor of same building. 8 No's of Vigilance police stations are located in Hubli, Haveri, Karwar, Gadag, Belgavi, Chikkodi, Bijapur, and Bagalkot.

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, Uttara 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.

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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
2	3	4	5	6	7	8	9	10	11	12	13	14	15
FY-15	28360	2082	203.18	62.26	265.44	3497	934.32	5579	1199.76	175.76	83.95	794.07	1053.78
FY-16	32742	2827	164.61	75.21	239.82	3328	959.99	6155	1199.81	125.91	70.20	578.61	774.72
FY-17 Up to Sept - 16	14497	1495	68.97	17.44	86.41	2093	496.59	3588	583.00	60.96	32.32	395.30	488.58

Vigilance Activities of Inspections of installations								
Vigilance Activities of Inspections of installations in (level-4 only). up to September 2016								
SlNo	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-15	LT-3	1818	101	253	688387	7287844	292000
		LT-5	1291	90	115	361663	3776205	1410000
2	FY-16	LT-3	1969	96	212	976271	5027868	509000
		LT-5	1590	104	76	520040	3965087	1349000
3	FY-17 Up to Sept - 16	LT-3	1145	66	98	83056	1307856	154000
		LT-5	676	60	67	184606	1563141	636000

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.

Consumer Grievance Re-Dressal forums : District Consumer Grievance Re-Dressal forums are functioning at each district headquarters at Dharwad Haveri, Uttara Kannada, Belgaum, Bagalkot, Haveri, Bijapur and Gadag under HESCOM Jurisdiction. The Progress as on the quarter ending on 30th September 2016 is as noted below.

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

Sl. No	Particulars	Dharwad	Gadag	Uttta Kannada	Belagavi	Bagalkot	Haveri	Vijayapur	Total
1	Number of grievances outstanding at the close of the previous quarter	6	0	3	0	2	0	0	11
2	Number of grievances received during the quarter	1	2	1	4	2	0	0	10
3	Number of grievances disposed during the quarter	2	2	1	0	1	0	0	6
4	Number of grievances pending at the close of the quarter	5	0	3	4	3	0	0	15
5	Number of grievances pending which are older than two months	4	0	3	0	1	0	0	8
6	Number of sittings of CGRF in the quarter	3	2	2	1	4	2	0	14
7	No of cases decided in favor of consumers	0	2	1	0	0	0	0	3
8	No of cases decided against consumers	2	0	0	0	1	0	0	3
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 (upto October-2016), various training programmes which have been arranged at ITC HESCOM, Electric Grid, Karwar Road, Hubballi are as follows: As per Karnataka Govt. Apprenticeship Act-1961, one year Apprenticeship training provided to 22 nos. ITI candidates & 03 nos. BE Graduates.

1. Pre-employment training provided to newly recruited 87 nos. AEs/JEs
2. Pre-employment training provided to 21 nos. Junior Engineers appointed on compassionate grounds/10% quota.
3. Pre-employment training provided to 60 nos. Junior Meter Readers.
4. Pre-promotional training provided to 35 nos. Meter Readers / Operators / Overseers / Asst. Store Keepers to be promoted as JE.
5. Pre-Promotional Training provided to 49 nos S.S.L.C Passed line staff, to be promoted as Meter Readers / Operators / Overseers / Asst. Store Keepers.
6. National Training Programs under RGGVY 12th plan provided to 496nos. of C&D employees.

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 at assembly constituency level and section office level.

DSM Activities :

The details of DSM activities are furnished under the HESCOM's compliance to directive on Energy Conservation. HESCOM has incurred about Rs. 13,00,000/- towards consumer education during FY-16.

• **Supply of Solar LED Lanterns:**

Government of Karnataka vide ltr No EN PSR 2013 dt28.11.2013 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 8487 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, 86 solar rooftop projects are commissioned with a capacity of 3549.6 kWp.

• **Solar Pumpset:**

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 (Muddebhihal-150, Gokak-150) with a following allocation.

Sl. No	Taluk	General Category	Schedule Caste	Schedule Tribe
1	Muddebhihal	120	21	9
2	Gokak	120	21	9

Total 290 beneficiaries have been selected by the KREDL for installation, testing and commissioning of 5 HP capacity solar water pumping system.

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

Sl No	District	Taluk	No of pumpsets
1	Belagavi	Belagavi (Rural)	50
		Bailhongal	30
		Ramadurga	30
		Chikkodi	20
2	Vijayapur	Basavana Bagewadi	30
		Muddebihal	30
		Indi	30
3	Bagalakot	Jamakhandi	30
		Bilagi	50
		Hunagund	30
4	Dharwad	Kundgol	30
5	Gadag	Sirahatti	30
		Ron	30
		Naragund	30
Total			450

- **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 59 MW is allotted to HESCOM. Total 29 allottees signed PPA with HESCOM.

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.

**PROPOSED GROUND MOUNTED 200KW SOLAR POWER PLANT FOR
HORUBELAVADI VILLAGE DHARWAD, IN RSD DHARWAD**

The panchayat development Officer Horobelavadi Panchayat Dharwad, have requested for Power Purchase Agreement for ground mounted 200KW Solar Power Plant at Horobelavadi village belongs to Horobelavadi Panchayat Dharwad. As this village has been selected under Sansad Adarsh Gram Yojana (SAGY) as this has been launched by Hon'ble Prime Minister on 11th Oct-2014, with the main objective

- To trigger processes which lead to holistic development of the identified Gram Panchayats.
- To substantially improve the standard of living and quality of life of all sections of the populations.

In view of providing reliable electricity supply for the identified village, Hon'ble MP Sri. Prahlad Joshi Sir have planned and insisted to provide Solar grid at Horobelavadi village. As the Horobelavadi Panchayat is working with SELCO foundation, Bangaluru on low carbon model village development plan for Horobelavadi , to supplement the power requirement of power for domestic & non-agricultural commercial usage in the village, a 200KW Solar Power Plant with gridintegrated centralised storage system was conceptualized & propped by SELCO foundation. The grid interactive solar power plant comprises of three Solar generation units of the following capacity;

Sl.No.	Generating Unit	Capacity
1	Solar Generating Unit-1	50KWp
2	Solar Generating Unit-2	75KWp
3	Solar Generating Unit-3	75KWp

The estimated investment for the project : 3Cr (Excluding land Cost)

The technical and revenue details of Horobelavadi village ;

Power Supply feeding MUSS : 33/11KV Uppin Betageri MUSS

Name of the Feeder : 11KV Kabbenur (NJY)

No. of Hours of power supply will be fed : 24Hrs.

Peak load of the Feeder : 22A

Total No. of capacity wise Transformers existing : 1X100KVA,1X63KVA and 1X25KVA

Total No. of Electrified Houses : 661

Total No. of Unelectrified houses : 58 (Proposed under DDUGJY)
(BPL House Hold)

HESCOM is considering the project to be commissioned . HESCOM will apply for suitable tariff to Hon'ble Commission.

PRAYER before the Honorable Commission :

HESCOM with averments made in the respective paras of the ERC/ARR & Tariff Petition for FY-18 duly detailing the revenue requirement of HESCOM respectfully **prays the Hon'ble Commission to;**

Consider the Annual Performance of HESCOM for FY-16 and carry forward the revenue deficit of Rs.372.73 Crs, to ARR of FY-18.

- A. Approve the revenue deficit of Rs 1164.03 Crs for FY-18.
- B. Approve the total revenue deficit of Rs. 1536.76.crs. as detailed in above paras and allow HESCOM to increase the tariff to an extent of Rs.1.48 per unit , across all categories.
- C. To approve the proposed purchase, sales, losses, CAPEX, Revised ARR and ERC for FY-18.

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HUBLI-580025