# CHAPTER – 5

# COMPLIANCE TO COMMISSION’S DIRECTIVES

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

The Commission, reiterates its directive to the BESCOM to conduct Consumer Interaction Meetings (CIM) chaired by either the jurisdictional Superintending Engineer or jurisdictional Executive Engineer once in a quarter, in each of the O&M Sub-Divisions, to redress the consumer grievances relating to supply of electricity. Advance notices shall be sent to the stakeholders by email / website and through SMS (by maintaining / updating the consumer database) well in advance. Information on the schedule of the Consumer Interaction Meeting, date, time, venue etc., shall be published in the form of news item in the leading local / regional newspapers, at least 3 days prior to the conduct of the meeting, to ensure that more number of consumers take part in such meetings.

# Compliance by BESCOM:

Consumer Interaction Meetings are conducted by the jurisdictional Asst. Executive Engineers, at respective O&M sub-divisions every 3rd Saturday of the month without fail with all prior preparations. Superintending Engineers and Executive Engineers are chairing the Consumer Interaction Meetings in their jurisdiction on rotation basis. The BESCOM is recording the proceedings of such meetings and uploading on its website for the information of consumers. Further, the consumers are also invited to such meetings giving advance information through e-mails, messages, social media like twitter and Facebook, BESCOM’s website, Regional and local newspapers etc., to facilitate participation of maximum number of consumers in CIMs.

In FY-21, due to COVID-19 Pandemic, though the CIMs are conducted on 3rd Saturday of every month, the consumers are not participating in large numbers to avoid spreading of COVID-19 Pandemic. All the necessary preventive measures are strictly taken in all sub-divisions, such as wearing masks, providing hand sanitizers and maintaining Social distance at the Consumer interaction Meetings.

The grievances of Customers are resolved by facilitating to contact BESCOM 24x7 Helpline 1912, duly registering their complaint and resolving at the earliest. Our Sub-Divisional officers are also resolving the complaints at local level itself when contacted in any way such as telephone, SMS, WhatsApp and in person also. Further any complaints out of the purview of the concerned officers at Sub-Divisions will be escalated to Executive Engineers and Superintending Engineer of the respective divisions and circle to resolve within the specified time limits.

Consumer Interaction Meetings information is sent to the customers by email / website well in advance. The Q-3 and Q-4 details for FY-20 along with Q1 and Q2 details for FY-21 are shown in the below tables:

**Quarter –III of FY-20 (Oct-2019 to Dec-2019):**

|  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Sl No** | **Name of the Circle** | **No. of Subdivisions existing** | **No. of Subdivisions in which CIM is conducted** | **Name of the Subdivision (By naming each Subdivision)** | **Date on which CIM conducted** | **Name and Designation of the Officer Chairing the CIM** | **No. of Consumers attended** | **No of Complaints Received** | **No. of Complaints disposed** | **Number of Complaints Yet to be Disposed.** |
| **1** | **2** | **3** | **4** | **5** | **6** | **7** | **8** | **9** | **10** | **11** |
| 1 | Bangalore North | 13 | 13 | N4 C2 C5 N7 N6 | 19.10.2019 | T S CHANDRAN, SEE(Ele)  Krishna Prasad, EE(Ele) SHIVAKUMAR, EE(Elec) SURESH, EE(Ele) LAKSHMISH, EE(Ele) | 79 | 24 | 24 | 0 |
| 2 | Bangalore East | 15 | 15 | W3 E11 E12 E1 W4 | 19.10.2019 | H R NASRATHULLA,SEE(Ele) B V PALANETHRA EE(Ele) HEMAPRABHU EE(Ele) T M SHIVA PRAKASH EE(Ele) LOKESHBABU EE(Ele) | 90 | 30 | 30 | 0 |
| 3 | Bangalore South | 20 | 20 | S4 S18 S12 S16 | 19.10.2019 | K THIPPESWAMY, SEE(Ele) Murthy, EE(Ele) M CHENNAKESHAVA, EE(Ele) SHIVANNA EE(Ele) | 107 | 43 | 38 | 5 |
| 4 | Bangalore West | 15 | 15 | W1 W6 K4 N6 | 19.10.2019 | VISHWANATH SOLANGI,SEE(Ele) Narayan Gowda,EE(Ele) Ravishankar,EE(Ele) Narasimhamurthy,EE(Ele) | 95 | 27 | 27 | 0 |
| 5 | Bangalore Rural | 9 | 9 | NELAMANGALA DABASPETE HOSKOTE | 19.10.2019 | H C SRIRAME GOWDA, SEE(Ele) Gangaraju, EE(Elec) BASAVANNA, EE(Elec) | 57 | 30 | 30 | 0 |
| 6 | Ramanagara | 18 | 18 | CHAPPATNA URBAN CHANNAPATNA RURAL KUDUR CHANDAPURA HAROHALLI | 19.10.2019 | Nagarajan,SEE(Ele) Chikkegowda P.D, EE(Elec) Shivakumar, EE(Elec) Thimmegouda EE(Elec) LOKESH, EE(Elec) | 154 | 49 | 49 | 0 |
| 7 | Kolar | 17 | 17 | C.B.PURA RURALKOLAR RURAL KGF CHINTAMANI USD GOWRIBIDANUR | 19.10.2019 | Guruswamy,SEE(Ele) K.R Satish, EE(Elec) MOHAN RAO BIRADAR, EE(Elec) KANTHAREDDY, EE(Elec) K.Srikanth, EE(Elec) | 150 | 40 | 40 | 0 |
| 8 | Davangere | 21 | 21 | DVAVANGERE-CSD-1 DAVANGERE RSD NYAMTHJI CHITRADURGA CSD HIRIYUR | 19.10.2019 | B K SUBHASH CHANDRA,SEE(Ele) S K PATIL, EE(Elec) M H VIJAYA LAKSHMI, EE(Elec) JAGADEESH, EE(Elec) KULME MOHAMMED, EE(Elec) | 144 | 45 | 45 | 0 |
| 9 | Tumkur | 19 | 19 | PAVAGADA TUMKUR-RSD1 KUNIGAL TURUVEKEREX KORATAGERE | 19.10.2019 | Govindappa,SEE(Ele)  Syed, EE(Elec) Ramachandra Murthy, EE(Elec) Harish Kumar , EE(Elec) | 164 | 59 | 58 | 1 |
| 10 | Bangalore North | 13 | 13 | C1 C6 C7 N5 C9 | 16.11.2019 | T S CHANDRAN, SEE(Ele)  Krishna Prasad, EE(Ele) SHIVAKUMAR, EE(Elec) SURESH, EE(Ele) LAKSHMISH, EE(Ele) | 90 | 28 | 28 | 0 |
| 11 | Bangalore East | 15 | 15 | E12 E6 E7 E8 W3 | 16.11.2019 | H R NASRATHULLA,SEE(Ele) B V PALANETHRA EE(Ele) HEMAPRABHU EE(Ele) T M SHIVA PRAKASH EE(Ele) LOKESHBABU EE(Ele) | 69 | 22 | 22 | 0 |
| 12 | Bangalore South | 20 | 20 | S15 S2 S11 S3 | 16.11.2019 | K THIPPESWAMY, SEE(Ele) Murthy, EE(Ele) M CHENNAKESHAVA, EE(Ele) SHIVANNA EE(Ele) | 116 | 42 | 42 | 0 |
| 13 | Bangalore West | 15 | 15 | K1 W2 K2 N1 | 16.11.2019 | VISHWANATH SOLANGI,SEE(Ele) Narayan Gowda,EE(Ele) Ravishankar,EE(Ele) Narasimhamurthy,EE(Ele) | 82 | 28 | 28 | 0 |
| 14 | Bangalore Rural | 9 | 9 | VIDYA NAGARA DB PURA URBAN NANDAGUDI | 16.11.2019 | H C SRIRAME GOWDA, SEE(Ele) Gangaraju, EE(Elec) BASAVANNA, EE(Elec) | 63 | 26 | 26 | 0 |
| 15 | Ramanagara | 18 | 18 | THAVARAKERE RAMANAGARA URBAN MAGADI JIGANI KANAKAPURA URBAN | 16.11.2019 | Nagarajan,SEE(Ele) Chikkegowda P.D, EE(Elec) Shivakumar, EE(Elec) Thimmegouda EE(Elec) LOKESH, EE(Elec) | 163 | 55 | 55 | 0 |
| 16 | Kolar | 17 | 17 | KGF KOLAR USD BETHAMANGALA CHINTHAMANI RSD GUDIBANDE | 16.11.2019 | Guruswamy,SEE(Ele) K.R Satish, EE(Elec) MOHAN RAO BIRADAR, EE(Elec) KANTHAREDDY, EE(Elec) K.Srikanth, EE(Elec) | 153 | 36 | 36 | 0 |
| 17 | Davangere | 21 | 21 | THELAGI DAVANAGERE CSD2 HARIHARA HOSADURGA CHALLAKERE | 16.11.2019 | B K SUBHASH CHANDRA,SEE(Ele) S K PATIL, EE(Elec) M H VIJAYA LAKSHMI, EE(Elec) JAGADEESH, EE(Elec) KULME MOHAMMED, EE(Elec) | 101 | 33 | 33 | 0 |
| 18 | Tumkur | 19 | 19 | KYATHASANDRA TUMKUR CSD1 YADIYUR THIPATUR MADHUGIRI | 16.11.2019 | Govindappa,SEE(Ele)  Syed, EE(Elec) Ramachandra Murthy, EE(Elec) Harish Kumar , EE(Elec) | 147 | 68 | 68 | 0 |
| 19 | Bangalore North | 13 | 13 | C4 C1 C8 N4 C3 | 21.12.2019 | T S CHANDRAN, SEE(Ele)  Krishna Prasad, EE(Ele) SHIVAKUMAR, EE(Elec) SURESH, EE(Ele) LAKSHMISH, EE(Ele) | 74 | 25 | 25 | 0 |
| 20 | Bangalore East | 15 | 15 | E6 E3 E4 E2 W4 | 21.12.2019 | H R NASRATHULLA,SEE(Ele) B V PALANETHRA EE(Ele) HEMAPRABHU EE(Ele) T M SHIVA PRAKASH EE(Ele) LOKESHBABU EE(Ele) | 99 | 21 | 21 | 0 |
| 21 | Bangalore South | 20 | 20 | S2 S5 S10 S4 | 21.12.2019 | K THIPPESWAMY, SEE(Ele) Murthy, EE(Ele) M CHENNAKESHAVA, EE(Ele) SHIVANNA EE(Ele) | 98 | 55 | 55 | 0 |
| 22 | Bangalore West | 15 | 15 | N1 W1 K3 N2 | 21.12.2019 | VISHWANATH SOLANGI,SEE(Ele) Narayan Gowda,EE(Ele) Ravishankar,EE(Ele) Narasimhamurthy,EE(Ele) | 77 | 23 | 23 | 0 |
| 23 | Bangalore Rural | 9 | 9 | DBPURA URBAN DBPURA RURAL AVALAHALLI | 21.12.2019 | H C SRIRAME GOWDA, SEE(Ele) Gangaraju, EE(Elec) BASAVANNA, EE(Elec) | 39 | 13 | 13 | 0 |
| 24 | Ramnagara | 18 | 18 | BIDADI RAMANAGARRURAL THAVARAKERE ANEKAL SATHANUR | 21.12.2019 | Nagarajan,SEE(Ele) Chikkegowda P.D, EE(Elec) Shivakumar, EE(Elec) Thimmegouda EE(Elec) LOKESH, EE(Elec) | 129 | 40 | 40 | 0 |
| 25 | Kolar | 17 | 17 | KOLAR USD SRINIVASAPURA MALUR SHIDLAGHTTA USD BAGEAPALLI | 21.12.2019 | Guruswamy,SEE(Ele) K.R Satish, EE(Elec) MOHAN RAO BIRADAR, EE(Elec) KANTHAREDDY, EE(Elec) K.Srikanth, EE(Elec) | 146 | 40 | 40 | 0 |
| 26 | Davangere | 21 | 21 | CHITHRADURGA RSD ANAGODU THELAGI SRIRAMPURA THALAKU | 21.12.2019 | B K SUBHASH CHANDRA,SEE(Ele) S K PATIL, EE(Elec) M H VIJAYA LAKSHMI, EE(Elec) JAGADEESH, EE(Elec) KULME MOHAMMED, EE(Elec) | 111 | 45 | 45 | 0 |
| 27 | Tumkur | 19 | 19 | TUMKUR RSD 2 TUMKUR CSD 2 KUNIGAL CN HALLI PAVAGADA | 21.12.2019 | Govindappa,SEE(Ele)  Syed, EE(Elec) Ramachandra Murthy, EE(Elec) Harish Kumar , EE(Elec) | 173 | 63 | 63 | 0 |
|  |  |  |  |  | **total** |  | **2970** | **1010** | **1004** | **6** |

**Quarter –IV of FY-20 (Jan-20 o March-20):**

|  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Sl No** | **Name of the Circle** | **No. of Subdivisions existing** | **No. of Subdivisions in which CIM is conducted** | **Name of the Subdivision (By naming each Subdivision)** | **Date on which CIM conducted** | **Name and Designation of the Officer Chairing the CIM** | **No. of Consumers attended** | **No of Complaints Received** | **No. of Complaints disposed** | **Number of Complaints Yet to be Disposed.** |
| **1** | **2** | **3** | **4** | **5** | **6** | **7** | **8** | **9** | **10** | **11** |
| 1 | Bangalore North | 13 | 13 | N4 C2 C5 N7 N6 | 18.01.2020 | T S CHANDRAN, SEE(Ele)  Krishna Prasad, EE(Ele) SHIVAKUMAR, EE(Elec) SURESH, EE(Ele) LAKSHMISH, EE(Ele) | 83 | 16 | 16 | 0 |
| 2 | Bangalore East | 15 | 15 | W3 E11 E12 E1 W4 | 18.01.2020 | H R NASRATHULLA,  SEE(Ele) B V PALANETHRA EE(Ele) HEMAPRABHU EE(Ele) T M SHIVA PRAKASH EE(Ele) LOKESHBABU, EE(Ele) | 93 | 26 | 26 | 0 |
| 3 | Bangalore South | 20 | 20 | S4 S18 S12 S16 | 18.01.2020 | K THIPPESWAMY, SEE(Ele) Murthy, EE(Ele) M CHENNAKESHAVA, EE(Ele) SHIVANNA EE(Ele) | 94 | 35 | 35 | 0 |
| 4 | Bangalore West | 15 | 15 | W1 W6 K4 N6 | 18.01.2020 | VISHWANATH SOLANGI, SEE(Ele) Narayan Gowda,EE(Ele) Ravishankar,EE(Ele) Narasimhamurthy,  EE (Ele) | 62 | 17 | 17 | 0 |
| 5 | Bangalore Rural | 9 | 9 | NELAMANGALA DABASPETE HOSKOTE | 18.01.2020 | H C SRIRAME GOWDA, SEE(Ele) Gangaraju, EE(Elec) BASAVANNA, EE(Elec) | 54 | 26 | 25 | 1 |
| 6 | Ramanagara | 18 | 18 | CHAPPATNA URBAN CHANNAPATNA RURAL KUDUR CHANDAPURA HAROHALLI | 18.01.2020 | Nagarajan,SEE(Ele) Chikkegowda P.D, EE(Elec) Shivakumar, EE(Elec) Thimmegouda EE(Elec) LOKESH, EE(Elec) | 133 | 38 | 38 | 0 |
| 7 | Kolar | 17 | 17 | C.B.PURA RURALKOLAR RURAL KGF CHINTAMANI USD GOWRIBIDANUR | 18.01.2020 | Guruswamy,SEE(Ele) K.R Satish, EE(Elec) MOHAN RAO BIRADAR, EE(Elec) KANTHAREDDY, EE(Elec) K.Srikanth, EE(Elec) | 130 | 33 | 33 | 0 |
| 8 | Davangere | 21 | 21 | DVAVANGERE-CSD-1 DAVANGERE RSD NYAMTHJI CHITRADURGA CSD HIRIYUR | 18.01.2020 | B K SUBHASH CHANDRA,SEE(Ele) S K PATIL, EE(Elec) M H VIJAYA LAKSHMI, EE(Elec) JAGADEESH, EE(Elec) KULME MOHAMMED, EE(Elec) | 94 | 35 | 35 | 0 |
| 9 | Tumkur | 19 | 19 | PAVAGADA TUMKUR-RSD1 KUNIGAL TURUVEKEREX KORATAGERE | 18.01.2020 | Govindappa,SEE(Ele)  Syed, EE(Elec) Ramachandra Murthy, EE(Elec) Harish Kumar , EE(Elec) | 165 | 55 | 55 | 0 |
| 10 | Bangalore North | 13 | 13 | C1 C6 C7 N5 C9 | 15.02.2020 | T S CHANDRAN, SEE(Ele)  Krishna Prasad, EE(Ele) SHIVAKUMAR, EE(Elec) SURESH, EE(Ele) LAKSHMISH, EE(Ele) | 80 | 28 | 28 | 0 |
| 11 | Bangalore East | 15 | 15 | E12 E6 E7 E8 W3 | 15.02.2020 | H R NASRATHULLA,SEE(Ele) B V PALANETHRA EE(Ele) HEMAPRABHU EE(Ele) T M SHIVA PRAKASH EE(Ele) LOKESHBABU EE(Ele) | 84 | 24 | 24 | 0 |
| 12 | Bangalore South | 20 | 20 | S15 S2 S11 S3 | 15.02.2020 | K THIPPESWAMY, SEE(Ele) Murthy, EE(Ele) M CHENNAKESHAVA, EE(Ele) SHIVANNA EE(Ele) | 94 | 32 | 32 | 0 |
| 13 | Bangalore West | 15 | 15 | K1 W2 K2 N1 | 15.02.2020 | VISHWANATH SOLANGI,SEE(Ele) Narayan Gowda,EE(Ele) Ravishankar,EE(Ele) Narasimhamurthy,EE(Ele) | 64 | 18 | 18 | 0 |
| 14 | Bangalore Rural | 9 | 9 | VIDYA NAGARA DB PURA URBAN NANDAGUDI | 15.02.2020 | H C SRIRAME GOWDA, SEE(Ele) Gangaraju, EE(Elec) BASAVANNA, EE(Elec) | 41 | 21 | 21 | 0 |
| 15 | Ramanagara | 18 | 18 | THAVARAKERE RAMANAGARA URBAN MAGADI JIGANI KANAKAPURA URBAN | 15.02.2020 | Nagarajan,SEE(Ele) Chikkegowda P.D, EE(Elec) Shivakumar, EE(Elec) Thimmegouda EE(Elec) LOKESH, EE(Elec) | 117 | 37 | 37 | 0 |
| 16 | Kolar | 17 | 17 | KGF KOLAR USD BETHAMANGALA CHINTHAMANI RSD GUDIBANDE | 15.02.2020 | Guruswamy,SEE(Ele) K.R Satish, EE(Elec) MOHAN RAO BIRADAR, EE(Elec) KANTHAREDDY, EE(Elec) K.Srikanth, EE(Elec) | 125 | 29 | 29 | 0 |
| 17 | Davangere | 21 | 21 | THELAGI DAVANAGERE CSD2 HARIHARA HOSADURGA CHALLAKERE | 15.02.2020 | B K SUBHASH CHANDRA,SEE(Ele) S K PATIL, EE(Elec) M H VIJAYA LAKSHMI, EE(Elec) JAGADEESH, EE(Elec) KULME MOHAMMED, EE(Elec) | 108 | 28 | 28 | 0 |
| 18 | Tumkur | 19 | 19 | KYATHASANDRA TUMKUR CSD1 YADIYUR THIPATUR MADHUGIRI | 15.02.2020 | Govindappa,SEE(Ele)  Syed, EE(Elec) Ramachandra Murthy, EE(Elec) Harish Kumar , EE(Elec) | 173 | 53 | 53 | 0 |
| 19 | Bangalore North | 13 | 13 | C4 C1 C8 N4 C3 | 21.03.2020 | T S CHANDRAN, SEE(Ele)  Krishna Prasad, EE(Ele) SHIVAKUMAR, EE(Elec) SURESH, EE(Ele) LAKSHMISH, EE(Ele) | 53 | 23 | 23 | 0 |
| 20 | Bangalore East | 15 | 15 | E6 E3 E4 E2 W4 | 21.03.2020 | H R NASRATHULLA,SEE(Ele) B V PALANETHRA EE(Ele) HEMAPRABHU EE(Ele) T M SHIVA PRAKASH EE(Ele) LOKESHBABU EE(Ele) | 19 | 11 | 11 | 0 |
| 21 | Bangalore South | 20 | 20 | S2 S5 S10 S4 | 21.03.2020 | K THIPPESWAMY, SEE(Ele) Murthy, EE(Ele) M CHENNAKESHAVA, EE(Ele) SHIVANNA EE(Ele) | 0 | 0 | 0 | 0 |
| 22 | Bangalore West | 15 | 15 | N1 W1 K3 N2 | 21.03.2020 | VISHWANATH SOLANGI,SEE(Ele) Narayan Gowda,EE(Ele) Ravishankar,EE(Ele) Narasimhamurthy,EE(Ele) | 0 | 0 | 0 | 0 |
| 23 | Bangalore Rural | 9 | 9 | DBPURA URBAN DBPURA RURAL AVALAHALLI | 21.03.2020 | H C SRIRAME GOWDA, SEE(Ele) Gangaraju, EE(Elec) BASAVANNA, EE(Elec) | 0 | 0 | 0 | 0 |
| 24 | Ramnagara | 18 | 18 | BIDADI RAMANAGARRURAL THAVARAKERE ANEKAL SATHANUR | 21.03.2020 | Nagarajan,SEE(Ele) Chikkegowda P.D, EE(Elec) Shivakumar, EE(Elec) Thimmegouda EE(Elec) LOKESH, EE(Elec) | 0 | 0 | 0 | 0 |
| 25 | Kolar | 17 | 17 | KOLAR USD SRINIVASAPURA MALUR SHIDLAGHTTA USD BAGEAPALLI | 21.03.2020 | Guruswamy,SEE(Ele) K.R Satish, EE(Elec) MOHAN RAO BIRADAR, EE(Elec) KANTHAREDDY, EE(Elec) K.Srikanth, EE(Elec) | 0 | 0 | 0 | 0 |
| 26 | Davangere | 21 | 21 | CHITHRADURGA RSD ANAGODU THELAGI SRIRAMPURA THALAKU | 21.03.2020 | B K SUBHASH CHANDRA,SEE(Ele) S K PATIL, EE(Elec) M H VIJAYA LAKSHMI, EE(Elec) JAGADEESH, EE(Elec) KULME MOHAMMED, EE(Elec) | 44 | 12 | 12 | 0 |
| 27 | Tumkur | 19 | 19 | TUMKUR RSD 2 TUMKUR CSD 2 KUNIGAL CN HALLI PAVAGADA | 21.03.2020 | Govindappa,SEE(Ele)  Syed, EE(Elec) Ramachandra Murthy, EE(Elec) Harish Kumar , EE(Elec) | 144 | 40 | 40 | 0 |
|  |  |  |  |  | **total** |  | **2054** | **637** | **636** | **1** |

**Quarter–I of FY-21 (April-2020 to June-2020):**

|  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Sl No** | **Name of the Circle** | **No. of Subdivisions existing** | **No. of Subdivisions in which CIM is conducted** | **Name of the Subdivision (By naming each Subdivision)** | **Date on which CIM conducted** | **Name and Designation of the Officer Chairing the CIM** | **No. of Consumers attended** | **No of Complaints Received** | **No. of Complaints disposed** | **Number of Complaints Yet to be Disposed.** | **Remarks** |
| **1** | **2** | **3** | **4** |  | **5** | **6** | **7** | **8** | **9** | **10** | 11 |
| 1 | Bangalore North | 13 | 13 |  | 18.04.2020 | SEE.El., O&M North Circle EE.EL., O&M Divison Malleshwaram EE.EL., O&M Divison Hebbal EE.EL., O&M Divison Peenya EE.EL., O&M Divison Jalahalli | 6 | 6 | 6 | 0 | COVID LOCKDOWN |
| 2 | Bangalore East | 15 | 15 |  | 18.04.2020 | SEE.El., O&M East Circle EE.EL., O&M Divison Indiranagar  EE.EL., O&M Divison Shivajinagar EE.EL., O&M Divison Vidhanasoudha EE.EL., O&M Divison Whitefield | 0 | 0 | 0 | 0 | COVID LOCKDOWN |
| 3 | Bangalore South | 20 | 20 |  | 18.04.2020 | SEE.El., O&M South Circle EE.EL., O&M Divison Jayanagar EE.EL., O&M Divison Koramangala EE.EL., O&M Divison H.S.R.Layout | 0 | 0 | 0 | 0 | COVID LOCKDOWN |
| 4 | Bangalore West | 15 | 15 |  | 18.04.2020 | SEE.El., O&M West Circle EE.EL., O&M Divison Rajajinagar  EE.EL., O&M Divison Rajarajeshwarinagar EE.EL., O&M Divison Kengeri | 0 | 0 | 0 | 0 | COVID LOCKDOWN |
| 5 | Bangalore Rural | 9 | 9 |  | 18.04.2020 | SEE.El., O&M BRC EE.EL., O&M Divison Nelamanagala  EE.EL., O&M Divison Hosakote | 0 | 0 | 0 | 0 | COVID LOCKDOWN |
| 6 | Ramanagara | 18 | 18 |  | 18.04.2020 | SEE.El., O&M Ramanagara Circle EE.EL., O&M Divison Ramanagara EE.EL., O&M Divison Chandapura EE.EL., O&M Divison Magadi EE.EL., O&M Divison Kanakapura | 0 | 0 | 0 | 0 | COVID LOCKDOWN |
| 7 | Kolar | 17 | 17 |  | 18.04.2020 | SEE.El., O&M Kolar Circle EE.EL., O&M Divison Kolar EE.EL., O&M Divison KGF EE.EL., O&M Divison Chintamani EE.EL., O&M Divison Chikkaballapura | 0 | 0 | 0 | 0 | COVID LOCKDOWN |
| 8 | Davangere | 21 | 21 |  | 18.04.2020 | SEE.El., O&M Davangere Circle EE.EL., O&M Divison Davangere EE.EL., O&M Divison Harihara EE.EL., O&M Divison Chitradurga EE.EL., O&M Divison Hiriyur | 0 | 0 | 0 | 0 | COVID LOCKDOWN |
| 9 | Tumkur | 19 | 19 |  | 18.04.2020 | SEE.El., O&M Tumkur Circle EE.EL., O&M Divison Tumkur EE.EL., O&M Divison Kunigal EE.EL., O&M Divison Tiptur EE.EL., O&M Divison Madhugiri | 0 | 0 | 0 | 0 | COVID LOCKDOWN |
| 10 | Bangalore North | 13 | 13 |  | 16.05.2020 | SEE.El., O&M North Circle EE.EL., O&M Divison Malleshwaram EE.EL., O&M Divison Hebbal EE.EL., O&M Divison Peenya EE.EL., O&M Divison jalahalli | 0 | 0 | 0 | 0 | COVID LOCKDOWN & SEALDOWN OF SOME OFFICES |
| 11 | Bangalore East | 15 | 15 |  | 16.05.2020 | SEE.El., O&M East Circle EE.EL., O&M Divison Indiranagar  EE.EL., O&M Divison Shivajinagar EE.EL., O&M Divison Vidhanasoudha EE.EL., O&M Divison Whitefield | 0 | 0 | 0 | 0 | COVID LOCKDOWN & SEALDOWN OF SOME OFFICES |
| 12 | Bangalore South | 20 | 20 |  | 16.05.2020 | SEE.El., O&M South Circle EE.EL., O&M Divison Jayanagar EE.EL., O&M Divison Koramangala EE.EL., O&M Divison H.S.R.Layout | 8 | 5 | 5 | 0 | COVID LOCKDOWN & SEALDOWN OF SOME OFFICES |
| 13 | Bangalore West | 15 | 15 |  | 16.05.2020 | SEE.El., O&M West Circle EE.EL., O&M Divison Rajajinagar  EE.EL., O&M Divison Rajarajeshwarinagar EE.EL., O&M Divison Kengeri | 0 | 0 | 0 | 0 | COVID LOCKDOWN & SEALDOWN OF SOME OFFICES |
| 14 | Bangalore Rural | 9 | 9 |  | 16.05.2020 | SEE.El., O&M BRC EE.EL., O&M Divison Nelamanagala  EE.EL., O&M Divison Hosakote | 4 | 2 | 2 | 0 | COVID LOCKDOWN & SEALDOWN OF SOME OFFICES |
| 15 | Ramanagara | 18 | 18 |  | 16.05.2020 | SEE.El., O&M Ramanagara Circle EE.EL., O&M Divison Ramanagara EE.EL., O&M Divison Chandapura EE.EL., O&M Divison Magadi EE.EL., O&M Divison Kanakapura | 41 | 23 | 23 | 0 | COVID LOCKDOWN & SEALDOWN OF SOME OFFICES |
| 16 | Kolar | 17 | 17 |  | 16.05.2020 | SEE.El., O&M Kolar Circle EE.EL., O&M Divison Kolar EE.EL., O&M Divison KGF EE.EL., O&M Divison Chintamani EE.EL., O&M Divison Chikkaballapura | 0 | 0 | 0 | 0 | COVID LOCKDOWN & SEALDOWN OF SOME OFFICES |
| 17 | Davangere | 21 | 21 |  | 16.05.2020 | SEE.El., O&M Davangere Circle EE.EL., O&M Divison Davangere EE.EL., O&M Divison Harihara EE.EL., O&M Divison Chitradurga EE.EL., O&M Divison Hiriyur | 0 | 0 | 0 | 0 | COVID LOCKDOWN & SEALDOWN OF SOME OFFICES |
| 18 | Tumkur | 19 | 19 |  | 16.05.2020 | SEE.El., O&M Tumkur Circle EE.EL., O&M Divison Tumkur EE.EL., O&M Divison Kunigal EE.EL., O&M Divison Tiptur EE.EL., O&M Divison Madhugiri | 0 | 0 | 0 | 0 | COVID LOCKDOWN & SEALDOWN OF SOME OFFICES |
| 19 | Bangalore North | 13 | 13 |  | 20.06.2020 | SEE.El., O&M North Circle EE.EL., O&M Divison Malleshwaram EE.EL., O&M Divison Hebbal EE.EL., O&M Divison Peenya EE.EL., O&M Divison jalahalli | 0 | 0 | 0 | 0 | LESSER ATTENDANCE OF CONSUMERS DUE TO COVID PANDEMIC |
| 20 | Bangalore East | 15 | 15 |  | 20.06.2020 | SEE.El., O&M East Circle EE.EL., O&M Divison Indiranagar  EE.EL., O&M Divison Shivajinagar EE.EL., O&M Divison Vidhanasoudha EE.EL., O&M Divison Whitefield | 0 | 0 | 0 | 0 | LESSER ATTENDANCE OF CONSUMERS DUE TO COVID PANDEMIC |
| 21 | Bangalore South | 20 | 20 |  | 20.06.2020 | SEE.El., O&M South Circle EE.EL., O&M Divison Jayanagar EE.EL., O&M Divison Koramangala EE.EL., O&M Divison H.S.R.Layout | 12 | 6 | 6 | 0 | LESSER ATTENDANCE OF CONSUMERS DUE TO COVID PANDEMIC |
| 22 | Bangalore West | 15 | 15 |  | 20.06.2020 | SEE.El., O&M West Circle EE.EL., O&M Divison Rajajinagar  EE.EL., O&M Divison Rajarajeshwarinagar EE.EL., O&M Divison Kengeri | 14 | 4 | 4 | 0 | LESSER ATTENDANCE OF CONSUMERS DUE TO COVID PANDEMIC |
| 23 | Bangalore Rural | 9 | 9 |  | 20.06.2020 | SEE.El., O&M BRC EE.EL., O&M Divison Nelamanagala  EE.EL., O&M Divison Hosakote | 0 | 0 | 0 | 0 | LESSER ATTENDANCE OF CONSUMERS DUE TO COVID PANDEMIC |
| 24 | Ramnagara | 18 | 18 |  | 20.06.2020 | SEE.El., O&M Ramanagara Circle EE.EL., O&M Divison Ramanagara EE.EL., O&M Divison Chandapura EE.EL., O&M Divison Magadi EE.EL., O&M Divison Kanakapura | 0 | 0 | 0 | 0 | LESSER ATTENDANCE OF CONSUMERS DUE TO COVID PANDEMIC |
| 25 | Kolar | 17 | 17 |  | 20.06.2020 | SEE.El., O&M Kolar Circle EE.EL., O&M Divison Kolar EE.EL., O&M Divison KGF EE.EL., O&M Divison Chintamani EE.EL., O&M Divison Chikkaballapura | 0 | 0 | 0 | 0 | LESSER ATTENDANCE OF CONSUMERS DUE TO COVID PANDEMIC |
| 26 | Davangere | 21 | 21 |  | 20.06.2020 | SEE.El., O&M Davangere Circle EE.EL., O&M Divison Davangere EE.EL., O&M Divison Harihara EE.EL., O&M Divison Chitradurga EE.EL., O&M Divison Hiriyur | 21 | 7 | 7 | 0 | LESSER ATTENDANCE OF CONSUMERS DUE TO COVID PANDEMIC |
| 27 | Tumkur | 19 | 19 |  | 20.06.2020 | SEE.El., O&M Tumkur Circle EE.EL., O&M Divison Tumkur EE.EL., O&M Divison Kunigal EE.EL., O&M Divison Tiptur EE.EL., O&M Divison Madhugiri | 0 | 0 | 0 | 0 | LESSER ATTENDANCE OF CONSUMERS DUE TO COVID PANDEMIC |
|  |  |  |  |  | **total** |  | **106** | **53** | **53** | **0** |  |

**Quarter – II of FY-21 (July-2020 to Sept-2020):**

|  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Sl No** | **Name of the Circle** | **No. of Subdivisions existing** | **No. of Subdivisions in which CIM is conducted** | **Name of the Subdivision (By naming each Subdivision)** | **Date on which CIM conducted** | **Name and Designation of the Officer Chairing the CIM** | **No. of Consumers attended** | **No of Complaints Received** | **No. of Complaints disposed** | **Number of Complaints Yet to be Disposed.** | Remarks |
| **1** | **2** | **3** | **4** |  | **6** | **7** | **8** | **9** | **10** | **11** |  |
| 1 | Bangalore North | 13 | 13 |  | 18.07.2020 | SEE.El., O&M North Circle EE.EL., O&M Divison Malleshwaram EE.EL., O&M Divison Hebbal EE.EL., O&M Divison Peenya EE.EL., O&M Divison jalahalli | 0 | 0 | 0 | 0 | LESSER ATTENDANCE OF CONSUMERS DUE TO COVID PANDEMIC |
| 2 | Bangalore East | 15 | 15 |  | 18.07.2020 | SEE.El., O&M East Circle EE.EL., O&M Divison Indiranagar  EE.EL., O&M Divison Shivajinagar EE.EL., O&M Divison Vidhanasoudha EE.EL., O&M Divison Whitefield | 0 | 0 | 0 | 0 | LESSER ATTENDANCE OF CONSUMERS DUE TO COVID PANDEMIC |
| 3 | Bangalore South | 20 | 20 |  | 18.07.2020 | SEE.El., O&M South Circle EE.EL., O&M Divison Jayanagar EE.EL., O&M Divison Koramangala EE.EL., O&M Divison H.S.R.Layout | 23 | 17 | 7 | 10 | LESSER ATTENDANCE OF CONSUMERS DUE TO COVID PANDEMIC |
| 4 | Bangalore West | 15 | 15 |  | 18.07.2020 | SEE.El., O&M West Circle EE.EL., O&M Divison Rajajinagar  EE.EL., O&M Divison Rajarajeshwarinagar EE.EL., O&M Divison Kengeri | 3 | 2 | 2 | 0 | LESSER ATTENDANCE OF CONSUMERS DUE TO COVID PANDEMIC |
| 5 | Bangalore Rural | 9 | 9 |  | 18.07.2020 | SEE.El., O&M BRC EE.EL., O&M Divison Nelamanagala  EE.EL., O&M Divison Hosakote | 0 | 0 | 0 | 0 | LESSER ATTENDANCE OF CONSUMERS DUE TO COVID PANDEMIC |
| 6 | Ramanagara | 18 | 18 |  | 18.07.2020 | SEE.El., O&M Ramanagara Circle EE.EL., O&M Divison Ramanagara EE.EL., O&M Divison Chandapura EE.EL., O&M Divison Magadi EE.EL., O&M Divison Kanakapura | 0 | 0 | 0 | 0 | LESSER ATTENDANCE OF CONSUMERS DUE TO COVID PANDEMIC |
| 7 | Kolar | 17 | 17 |  | 18.07.2020 | SEE.El., O&M Kolar Circle EE.EL., O&M Divison Kolar EE.EL., O&M Divison KGF EE.EL., O&M Divison Chintamani EE.EL., O&M Divison Chikkaballapura | 0 | 0 | 0 | 0 | LESSER ATTENDANCE OF CONSUMERS DUE TO COVID PANDEMIC |
| 8 | Davangere | 21 | 21 |  | 18.07.2020 | SEE.El., O&M Davangere Circle EE.EL., O&M Divison Davangere EE.EL., O&M Divison Harihara EE.EL., O&M Divison Chitradurga EE.EL., O&M Divison Hiriyur | 6 | 3 | 3 | 0 | LESSER ATTENDANCE OF CONSUMERS DUE TO COVID PANDEMIC |
| 9 | Tumkur | 19 | 19 |  | 18.07.2020 | SEE.El., O&M Tumkur Circle EE.EL., O&M Divison Tumkur EE.EL., O&M Divison Kunigal EE.EL., O&M Divison Tiptur EE.EL., O&M Divison Madhugiri | 0 | 0 | 0 | 0 | LESSER ATTENDANCE OF CONSUMERS DUE TO COVID PANDEMIC |
| 10 | Bangalore North | 13 | 13 |  | 15.08.2020 | SEE.El., O&M North Circle EE.EL., O&M Divison Malleshwaram EE.EL., O&M Divison Hebbal EE.EL., O&M Divison Peenya EE.EL., O&M Divison jalahalli | 0 | 0 | 0 | 0 | LESSER ATTENDANCE OF CONSUMERS DUE TO COVID PANDEMIC |
| 11 | Bangalore East | 15 | 15 |  | 15.08.2020 | SEE.El., O&M East Circle EE.EL., O&M Divison Indiranagar  EE.EL., O&M Divison Shivajinagar EE.EL., O&M Divison Vidhanasoudha EE.EL., O&M Divison Whitefield | 0 | 0 | 0 | 0 | LESSER ATTENDANCE OF CONSUMERS DUE TO COVID PANDEMIC |
| 12 | Bangalore South | 20 | 20 |  | 15.08.2020 | SEE.El., O&M South Circle EE.EL., O&M Divison Jayanagar EE.EL., O&M Divison Koramangala EE.EL., O&M Divison H.S.R.Layout | 0 | 0 | 0 | 0 | LESSER ATTENDANCE OF CONSUMERS DUE TO COVID PANDEMIC |
| 13 | Bangalore West | 15 | 15 |  | 15.08.2020 | SEE.El., O&M West Circle EE.EL., O&M Divison Rajajinagar  EE.EL., O&M Divison Rajarajeshwarinagar EE.EL., O&M Divison Kengeri | 5 | 3 | 3 | 0 | LESSER ATTENDANCE OF CONSUMERS DUE TO COVID PANDEMIC |
| 14 | Bangalore Rural | 9 | 9 |  | 15.08.2020 | SEE.El., O&M BRC EE.EL., O&M Divison Nelamanagala  EE.EL., O&M Divison Hosakote | 0 | 0 | 0 | 0 | LESSER ATTENDANCE OF CONSUMERS DUE TO COVID PANDEMIC |
| 15 | Ramanagara | 18 | 18 |  | 15.08.2020 | SEE.El., O&M Ramanagara Circle EE.EL., O&M Divison Ramanagara EE.EL., O&M Divison Chandapura EE.EL., O&M Divison Magadi EE.EL., O&M Divison Kanakapura | 0 | 0 | 0 | 0 | LESSER ATTENDANCE OF CONSUMERS DUE TO COVID PANDEMIC |
| 16 | Kolar | 17 | 17 |  | 15.08.2020 | SEE.El., O&M Kolar Circle EE.EL., O&M Divison Kolar EE.EL., O&M Divison KGF EE.EL., O&M Divison Chintamani EE.EL., O&M Divison Chikkaballapura | 0 | 0 | 0 | 0 | LESSER ATTENDANCE OF CONSUMERS DUE TO COVID PANDEMIC |
| 17 | Davangere | 21 | 21 |  | 15.08.2020 | SEE.El., O&M Davangere Circle EE.EL., O&M Divison Davangere EE.EL., O&M Divison Harihara EE.EL., O&M Divison Chitradurga EE.EL., O&M Divison Hiriyur | 0 | 0 | 0 | 0 | LESSER ATTENDANCE OF CONSUMERS DUE TO COVID PANDEMIC |
| 18 | Tumkur | 19 | 19 |  | 15.08.2020 | SEE.El., O&M Tumkur Circle EE.EL., O&M Divison Tumkur EE.EL., O&M Divison Kunigal EE.EL., O&M Divison Tiptur EE.EL., O&M Divison Madhugiri | 0 | 0 | 0 | 0 | LESSER ATTENDANCE OF CONSUMERS DUE TO COVID PANDEMIC |
| 19 | Bangalore North | 13 | 13 |  | 19.09.2020 | SEE.El., O&M North Circle EE.EL., O&M Divison Malleshwaram EE.EL., O&M Divison Hebbal EE.EL., O&M Divison Peenya EE.EL., O&M Divison jalahalli | 0 | 0 | 0 | 0 | LESSER ATTENDANCE OF CONSUMERS DUE TO COVID PANDEMIC |
| 20 | Bangalore East | 15 | 15 |  | 19.09.2020 | SEE.El., O&M East Circle EE.EL., O&M Divison Indiranagar  EE.EL., O&M Divison Shivajinagar EE.EL., O&M Divison Vidhanasoudha EE.EL., O&M Divison Whitefield | 0 | 0 | 0 | 0 | LESSER ATTENDANCE OF CONSUMERS DUE TO COVID PANDEMIC |
| 21 | Bangalore South | 20 | 20 |  | 19.09.2020 | SEE.El., O&M South Circle EE.EL., O&M Divison Jayanagar EE.EL., O&M Divison Koramangala EE.EL., O&M Divison H.S.R.Layout | 14 | 10 | 6 | 4 | LESSER ATTENDANCE OF CONSUMERS DUE TO COVID PANDEMIC |
| 22 | Bangalore West | 15 | 15 |  | 19.09.2020 | SEE.El., O&M West Circle EE.EL., O&M Divison Rajajinagar  EE.EL., O&M Divison Rajarajeshwarinagar EE.EL., O&M Divison Kengeri | 4 | 3 | 3 | 0 | LESSER ATTENDANCE OF CONSUMERS DUE TO COVID PANDEMIC |
| 23 | Bangalore Rural | 9 | 9 |  | 19.09.2020 | SEE.El., O&M BRC EE.EL., O&M Divison Nelamanagala  EE.EL., O&M Divison Hosakote | 0 | 0 | 0 | 0 | LESSER ATTENDANCE OF CONSUMERS DUE TO COVID PANDEMIC |
| 24 | Ramnagara | 18 | 18 |  | 19.09.2020 | SEE.El., O&M Ramanagara Circle EE.EL., O&M Divison Ramanagara EE.EL., O&M Divison Chandapura EE.EL., O&M Divison Magadi EE.EL., O&M Divison Kanakapura | 0 | 0 | 0 | 0 | LESSER ATTENDANCE OF CONSUMERS DUE TO COVID PANDEMIC |
| 25 | Kolar | 17 | 17 |  | 19.09.2020 | SEE.El., O&M Kolar Circle EE.EL., O&M Divison Kolar EE.EL., O&M Divison KGF EE.EL., O&M Divison Chintamani EE.EL., O&M Divison Chikkaballapura | 0 | 0 | 0 | 0 | LESSER ATTENDANCE OF CONSUMERS DUE TO COVID PANDEMIC |
| 26 | Davangere | 21 | 21 |  | 19.09.2020 | SEE.El., O&M Davangere Circle EE.EL., O&M Divison Davangere EE.EL., O&M Divison Harihara EE.EL., O&M Divison Chitradurga EE.EL., O&M Divison Hiriyur | 7 | 3 | 3 | 0 | LESSER ATTENDANCE OF CONSUMERS DUE TO COVID PANDEMIC |
| 27 | Tumkur | 19 | 19 |  | 19.09.2020 | SEE.El., O&M Tumkur Circle EE.EL., O&M Divison Tumkur EE.EL., O&M Divison Kunigal EE.EL., O&M Divison Tiptur EE.EL., O&M Divison Madhugiri | 0 | 0 | 0 | 0 | LESSER ATTENDANCE OF CONSUMERS DUE TO COVID PANDEMIC |
|  |  |  |  |  | **Total** |  | **62** | **41** | **27** | **14** |  |

# 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 reiterates its directive that the BESCOM shall continue to prepare the energy bills on monthly basis considering the 15 minute’s time block period in respect of all EHT / HT consumers importing power through power exchanges under open access and submit quarterly compliance thereon, regularly to the Commission.

# Compliance by BESCOM:

The month wise details of number of Open access consumers, open access units scheduled/ consumed and illegally banked energy are depicted in the following table for FY-20.

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **Months** | **No. of Consumers** | **SLDC Schedule** | **Forfeited energy** | **Actual Consumption** | **Open Access Units** | **BESCOM Units** |
| **Apr-19** | 45 | 32.23 | 1.14 | 77.95 | 31.10 | 46.85 |
| **May-19** | 41 | 27.38 | 1.34 | 79.43 | 26.04 | 53.39 |
| **Jun-19** | 46 | 25.77 | 1.72 | 92.48 | 24.05 | 68.43 |
| **Jul-19** | 46 | 25.33 | 1.12 | 84.83 | 24.21 | 60.62 |
| **Aug-19** | 45 | 23.86 | 0.87 | 71.85 | 22.99 | 48.86 |
| **Sep-19** | 44 | 31.68 | 0.98 | 82.44 | 30.70 | 51.74 |
| **Oct-19** | 41 | 35.26 | 0.83 | 82.48 | 34.43 | 48.04 |
| **Nov-19** | 45 | 38.23 | 0.81 | 84.54 | 37.43 | 47.11 |
| **Dec-19** | 43 | 32.02 | 0.83 | 77.51 | 31.18 | 46.33 |
| **Jan-20** | 41 | 33.42 | 0.85 | 79.81 | 32.57 | 47.24 |
| **Feb-20** | 43 | 30.54 | 0.64 | 75.12 | 29.91 | 45.21 |
| **Mar-20** | 35 | 25.27 | 1.66 | 56.95 | 23.61 | 33.33 |
| **FY-20** |  | **361.01** | **12.79** | **945.38** | **348.22** | **597.16** |

The month wise details of number of Open access consumers, open access units scheduled/ consumed and illegally banked energy are shown in the following table for FY-21(up to Sept-20).

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **Months** | **No. of Consumers** | **SLDC Schedule** | **Forfeited energy** | **Actual Consumption** | **Open Access Units** | **BESCOM Units** |
| **Apr-20** | 21 | 17.74 | 0.36 | 44.49 | 17.39 | 27.10 |
| **May-20** | 35 | 29.77 | 0.24 | 34.68 | 29.52 | 5.15 |
| **Jun-20** | 39 | 31.26 | 1.46 | 73.68 | 29.80 | 43.88 |
| **Jul-20** | 33 | 27.42 | 1.36 | 65.39 | 26.06 | 39.33 |
| **Aug-20** | 30 | 32.10 | 1.44 | 66.07 | 30.65 | 35.42 |
| **Sep-20** | 33 | 34.27 | 1.17 | 65.66 | 33.10 | 32.56 |
| **FY-21** |  | **172.55** | **6.03** | **349.96** | **166.52** | **183.44** |

# Directive on Energy Conservation- Use of energy efficient equipment:

Looking into the practical difficulty, by partially modifying the directive, the Commission reiterates its directive with the directions to service all new streetlight / high mast installations including extensions made to the existing streetlight circuits, only after ensuring that the LED lamps / energy efficient lamps like induction lamps are provided to the street light points and the compliance thereon shall be submitted to the Commission once in a quarter on a regular basis. Inspection by jurisdictional Executive Engineers / Superintending Engineers of new installations, selected on random basis shall be undertaken to cross check adherence to the directive by the field offices.

Nevertheless, at the time of servicing new installations, the consumers should be advised to use energy efficient equipment in order to conserve energy which is beneficial to the consumers as well.

# Compliance by BESCOM:

BESCOM assures for effective implementation for distribution of LED bulbs, LED tube lights and BEE 5 Star rated fans in coordination with M/s. EESL.

**BESCOM has conducted following consumer awareness programs:**

* Advertisements through magazines, newspapers, website, posters, pamphlets, brochure.
* The energy savings tips also made available in BESCOM mobile App-BESCOM Mithra, for consumer awareness.
* Awareness on use of LED, Star rated equipment, solar water heaters in the monthly electricity bills is also made available.
* Awareness through stalls, TV, Radio Jingles
* Consumer Interaction Meeting at sub-divisional offices
* Engaged an NGO viz, M/s. TIDE to create awareness among consumers for optimal utilization of electricity through behavioral changes of the consumers by a programme called Vidyuth Rakshak.
* BESCOM had set up stalls to provide awareness on energy conservation measures to the public at;

1. 107th Indian Science Congress-Pride of India held between 4th January to 6th January 2020
2. “Karnataka Smart Cities investment Summit-2020” held between 5th and 6th February 2020
3. Municipalika 2020-16th International Exhibition and Conference on Smart Sustainable City Solutions” held between 12th and 14th February 2020.

BESCOM will continue to take up awareness program to educate the consumers.

BESCOM has implemented replacement of high power consuming lights by LED bulbs and LED tube lights in BESCOM Corporate Offices.

Further, action will be taken up for implementation of replacement of high power consuming lights by LED bulbs and LED tube lights in all BESCOM Offices in phase manner.

Circular has been issued for the field officers vide no.: BESCOM/BC-51/003/2020-21/CYS-18 dtd: 13.11.2020.

Copy of the circular is enclosed as Annexure-A.

BESCOM has issued circulars on 15.09.2016 and 06.05.2017 regarding servicing the street light installations with timer switches only for any new and also for any extension/modification carried out to the existing street light installations.

Also, letters have been addressed to all CEEs to adhere to the Hon’ble Commission directive vide dtd:13.11.2020.

**Annexure A:**

# 

# Directive on implementation of Standards of Performance (SoP):

The Commission reiterates that the BESCOM shall continue to adhere to the directives on the specified Standards of Performance in rendering various services to consumers in a time bound manner.

The Commission directs the BESCOM to carry out effective supervision over the functioning of field offices particularly in rendering of services to the consumers, relating to restoration of supply of electricity. The Commission also directs BESCOM to submit the details of number of violations of SoP by officers, Sub-Division wise, month-wise, amount of penalty levied on the officers and the amount paid to the consumers for any delay in service.

The Commission also directs the BESCOM to take action to display the SoP in the format as per the Regulations, in its official website for information of the consumers. SoP should be displayed in each of the Section Office and Sub-Division Office, in a conspicuous place, which can be viewed by all the visitors to the Office. At the end of SoP, it should be mentioned that, consumers can claim the compensation from the concerned officer by filing a complaint before the CGRF in the Form - A, available in the KERC (CGRF and Ombudsman) Regulations, 2004.

The Commission reiterates its stand and directs BESCOM to conduct awareness campaign at the Hobli levels for educating the public about the Standards of Performance prescribed by the Commission. BESCOM shall conduct necessary orientation programme for all the field officers and the staff up to linemen to educate them on the SoP and the consequences of non- adherence to the SoP.

Further, the Commission directs BESCOM to publish and keep circulating the “HAND BOOK” (Kaipidi in Kannada) on the SoP and arrange to distribute to all the staff and stake holders.

In the event of failure to implement this direction within 3 months of the issue of this order, the Commission would be constrained to initiate penal proceedings under Section 142 of the Electricity Act, 2003, against the BESCOM officials, for non-compliance of the Commission’s Directives. At the same time BESCOM shall consider and continue bringing in a system of recognizing the best performing Sub-Division / section in terms of adherence to SoP and suitably publicize such recognition, so as to encourage better performance by the officers / personnel concerned.

The Commission reiterates that, the BESCOM shall continue to strictly implement the specified SoP while rendering services relating to supply of electricity as per the KERC (Licensees’ Standards of Performance) Regulations, 2004. The compliance in this regard shall be submitted once in a quarter to the Commission regularly.

# Compliance by BESCOM:

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 as stipulated in the (Licensee’s Standards of Performance) Regulations, 2004 have been displayed in all the sub-divisions, Divisions and Circle offices for the information of consumers.

BESCOM has taken measures to carry out effective supervision over the functioning of field offices particularly in rendering of services to the consumers, relating to restoration of supply of electricity. As directed by the Hon’ble Commission, BESCOM is submitting the details of number of violations of SoP by officers, sub-division wise, month wise, amount of penalty levied on the officers and the amount paid to the consumers for any delay in service.

BESCOM has taken up stringent action in displaying the SoP parameters as stipulated in the(Licensee’s Standards of Performance) Regulations, 2004 for information of the consumers in all Sub-division Offices, Divisions and circles in available place, which can be viewed by all the visitors to the Office.

BESCOM has conducted orientation programme for field officers and the staff up to linemen circle office wise and also directed the staff to educate public on the SoP and the consequences of non- adherence to the SoP. The Awareness programs to public are conducted in FY 2019-20. Due to COVID Pandemic, the Awareness programs to consumer in large gatherings were avoided. However, the orientation program to staff is imparted on SOP.

BESCOM has published the “HAND BOOK” (Kaipidi) in Kannada on the SoP and distributed to all the staff and stake holders. Further BESCOM continues to issue the Handbooks to all its consumers.

# BESCOM has implemented the specified SoP while rendering services relating to supply of electricity as per the KERC (Licensee’s Standards of Performance) Regulations, 2004. The compliance in this regard is submitted once in a quarter to the Commission regularly.

# D:\Kala\ERC\ERC FY-21\Chapter-5_Directives\Untitled.png

# Directive on use of safety gear by linemen:

The Commission considers non-supply of appropriate safety gear / equipment to the staff at work place amounts to a serious violation of human rights by BESCOM. Adequate quantity of all safety gears / equipment shall be procured periodically and sufficient inventory of these materials shall also be maintained. BESCOM should take action to empanel suppliers of safety gear / equipment, so that the procurement is made timely and quicker.

It is noted that BESCOM has not furnished any details of training being organized on safety aspects to the linemen. The linemen and other field staff should be given appropriate training periodically on adherence to safety aspects / procedure, and such training modules should include case studies so that the training is current and more relevant to the practical problems in the field.

The Commission reiterates its directive that the BESCOM shall ensure that, all the linemen and other field staff are provided with adequate and appropriate safety equipment and the linemen and other field staff 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. Protocols should be drawn on procedures to be adopted/ roles and responsibilities fixed in respect of all those involved in working on (live) lines /installations for repairs etc., based on case studies.

# Compliance by BESCOM:

All kind of Safety materials such as Tool kit with 7 sets of hand tools, Reflective Jackets, rain wear, LED hand torch, FRP Ladder, Safety eye wear & Poly propylene rope etc. have been issued to all Powermen.

Strict guidelines & instructions issued all the Powermen to use the safety gear in day to day works & officials to ascertain the use of safety gear by Powermen working under them.

# Directive on providing Timer Switches to Streetlights

BESCOM should seriously pursue the matter with the concerned local authorities to strictly ensure fixing of timer switches while servicing the new installations and also repair of faulty timer switches.

The Commission with a partial modification to the directive, 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

# Compliance by BESCOM:

BESCOM has issued circulars on 15.09.2016 and 06.05.2017 regarding servicing the street light installations with timer switches only for any new and also for any extension/ modification carried out to the existing street light installations.

Also, letters have been addressed to all CEEs to adhere to the Hon’ble Commission directive vide dtd:13.11.2020.

# Directive on load shedding:

BESCOM shall extensively use the URJA Mitra mobile application, which can be used as a link between BESCOM field staff and citizens for facilitation of outage dissemination information to all consumers through SMS. The application can also be integrated with any other system. This would significantly address the “consumers’ dissatisfaction” on this issue and prevent inconvenience / disruption caused to the consumers especially the industrial consumers. BESCOM can also save money required for development of similar software.

The Commission notes that, even though the power availability has improved resulting in surplus power situation, the distribution network reliability has not improved correspondingly, causing frequent disruptions in power supply, which causes hardship to the consumers and also causes revenue loss to BESCOM. The Commission directs BESCOM to take remedial measures to minimize power supply interruptions and ensure 24 x 7 power supply. BESCOM shall submit the action plan in this regard to the Commission within 3 months of this order.

Hence, the Commission directs BESCOM to conduct orientation programmes/ Workshops to the field staff to equip and motivate them to attend to the minor faults at site itself wherever possible and restore power supply as early as possible. BESCOM is also directed to take action for effective monitoring and supervision by periodical maintenance and repairs of transformers and fix personal responsibility on the erring staff / officer in case of poor maintenance and poor quality of repairs.

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

# Compliance by BESCOM:

BESCOM is using “URJA MITRA”, the mobile based & web based application developed and deployed by the RECTPCL under the initiative of Ministry of Power, to disseminate outage information to all consumers through SMS.

Information of all the unscheduled and scheduled power outages are being broadcasted through Urja Mitra Application by the staff of BESCOM Helpline/ field officers.

Power outage complaints registered at “URJA Mitra” are also being attended by the staff of BESCOM Helpline/field officers

Currently 47 lakhs Consumers data is uploaded in URJA Mitra portal. Uploading of remaining Consumer data to “URJA Mitra” portal is also under progress.

Further, to update the entire consumers of the company, BESCOM is taking action to integrate Consumer database to URJA Mitra through API shared by M/s RECTPCL. Integration of API is under progress.

The following project is being implemented in BESCOM to minimize power supply interruptions & ensures 24X7 power supply. Conversion of 11kV OH line into UG cable system, running of new feeder for bifurcation of load & conversion of LT OH line into UG/AB cable system and laying of Optical Fiber Cable (OFC) along with UG cable in 52 sub divisions in the jurisdiction of BMAZ area.

**PROJECT BENEFITS:**

* Better quality and reliability of power supply to consumers.
* Reduction in T & D and AT & C losses & improved load management.
* Reduction in the failure rate of distribution transformers due to LT line short circuit.
* Reduction in Unauthorized connections by tampering.
* The fatal accidents due to snapping of OH line conductors & inadequate OH line to ground clearances due to conductor sagging can be prevented.
* Reduction in number and duration of interruptions.
* Lower maintenance costs, voltage variations will be reduced and lower chances of developing faults.

1. In BESCOM, the total No. of transformers existing as on 2020-21 (Up to Oct-20) is 397099 Nos.
2. The Transformers failure is due to Overloading, un-authorized connections, aging of Transformers, manufacturing defects, improper maintenance. On an average, about 26,000 transformers fail in a year and average cost of their repairs is about Rs. 67.71 crores. Nearly 93% of transformer failure occurs in rural areas.
3. In order to ensure quality, safe, uninterrupted power supply to all the consumers at affordable cost and to procure quality materials BESCOM has adopted guarantee clause in procurement of materials like Transformers, RMUs, UG Cable, AB cable, insulated aluminum/copper conductor, Optical fiber, Insulators, GOS and CSS where in these materials shall be guaranteed for 5 years for the defects in materials and workmanship from the date of commissioning.
4. To reduce the Transformer failures BESCOM has taken several steps which are as follows:
   1. HVDS scheme is implemented to reduce Distribution Transformers failure by reducing lengthy LT line, avoiding overloading of LT line, reducing LT to HT line ratios, arranging LT less service connection to IP Sets by providing 25 KVA DTCs. Each 25KVA transformer is connected with 2 to 3 IP Sets thereby avoiding over loading and reduction in LT Distribution line.
   2. Reducing lengthy spans by providing intermediate poles, replacement of old deteriorated ACSR conductors by new ACSR conductors. Also HT & LT re-conductoring work has been taken up to reduce the Transformer failure. DTC refurbishment works are being taken up such as replacement of oil, toping up of oil, providing groundings, replacement of deteriorated equipment's like GOS, HG Fuse Units, LA’s, Distribution Boxes, Feeder piller Boxes, LT wiring Kits etc.
   3. Action has been initiated for Conversion of Overhead lines to underground cables in BMAZ South / North.
   4. BESCOM has taken action for regularization of Unauthorized IP Sets loads by creating infrastructure duly collecting necessary deposits, providing 25 KVA additional Distribution transformers. Feeder wise energy audit is also being done.
5. Buffer stocks of repaired good transformers are kept in the 26 No’s of Divisional Stores and 46 No’s of Transformers Banks. Further as at the end of Oct-20 there are 2858 No’s & 808 No’s of New & repaired good Transformers are available at Stores & bank respectively. Failed transformers are replaced as per the K.E.R.C norms by using the transformers available at divisional stores and the banks.

The failed transformers at field are immediately replaced with the repaired good transformers which are available at bank. Subsequently, the transformers at bank are been replenished again by repaired good transformers.

1. BESCOM has established 45 No’s of Transformer repair centers at Taluks level as listed at Annexure-A for carrying out repairs and reconditioning of failed Distribution Transformers of various capacities from 15/16 KVA to 990/1000KVA of both Conventional and Star Rated Transformers and conversion of CSP to Conventional bolt & nut type.
2. The works of carrying out repairs to faulty Distribution Transformers at Repair Centers are awarded to the Agencies who have compiled to the Technical & Financial Qualifying Requirements prescribed in the tender document.
3. The required tests as per IS are conducted as per the standard of Testing before and after repair of transformers.
4. Repair activities at Repair Center are monitored by BESCOM.
5. Details of transformers failed, repaired, issued to the field, balance transformers to be repaired, number of transformers that cannot be repaired, failed transformers replaced by repaired good transformers and failed transformers replaced with new transformers during FY 19-20 and FY 20-21 up to Oct-20 as per the prescribed formats (Division wise/Capacity wise) are shown in Annexure-1 & Annexure-2 .
6. BESCOM has taken action to purchase Transformers from reputed manufacturers and also from Government undertakings such as KAVIKA, Andrewyule and KEL.
7. Consumers can register their complaints regarding transformer failure in PGRS application. The acknowledgement will be sent to consumers through SMS.
8. The field officers have been directed to take up periodical maintenance of distribution transformers to reduce the failure rate and also to carryout following activities:
9. To refurbish the DTC's with the materials available at stores.
10. To use the proper/rated Fuses.
11. To supervise the repair process & testing of repaired transformers as per technical specification.
12. To carryout maintenance of lines and transformers to avoid failure of distribution transformers.

# Action will be taken to conduct orientation program workshop to the field staff to motivate them for attending to minor faults at site itself in co-ordination with the agencies that have been entrusted to carryout repairs to faulty Distribution transformers which are established at taluk a level. Hence the concerned Executive Engineers and Assistant Executive Engineers have been advised to take up the orientation program at their respective Division/Sub Division.

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| **Statement showing the details No. of Transformers failed, Transformers repaired, repaired Transformers issued to field and balance no. of failed Transformers yet to be repaired during FY 19-20** | | | | | | | |
|  |  |  |  |  |  | **Annexure-1** | |
| **Sl. No** | **Particulars** |  | **BMAZ North** | **BMAZ South** | **BRAZ** | **CTAZ** | **BESCOM** |
| 1 | No. of Transformers Failed during the year | CSS | **0** | **0** | **0** | **0** | **0** |
| 1000 | **0** | **0** | **0** | **0** | **0** |
| 990 | **0** | **0** | **0** | **0** | **0** |
| 750 | **0** | **0** | **0** | **0** | **0** |
| 500 | **40** | **6** | **1** | **7** | **54** |
| 250 | **256** | **68** | **166** | **88** | **578** |
| 100 | **171** | **37** | **3201** | **5301** | **8710** |
| 63 | **20** | **3** | **4179** | **6401** | **10603** |
| 25 | **7** | **14** | **3466** | **7319** | **10806** |
| Total | **494** | **128** | **11013** | **19116** | **30751** |
| 2 | Total No. of Transformers Repaired during the year | CSS | **0** | **0** | **0** | **0** | **0** |
| 1000 | **0** | **0** | **0** | **0** | **0** |
| 990 | **0** | **0** | **0** | **0** | **0** |
| 750 | **1** | **0** | **0** | **0** | **1** |
| 500 | **59** | **45** | **1** | **9** | **114** |
| 250 | **573** | **374** | **152** | **75** | **1174** |
| 100 | **257** | **83** | **3119** | **4323** | **7782** |
| 63 | **25** | **3** | **3863** | **5139** | **9030** |
| 25 | **8** | **8** | **3193** | **6209** | **9418** |
| **Total** | **923** | **513** | **10328** | **15755** | **27519** |
| 3 | Total No. of Repaired Transformers issued to the field | CSS | **0** | **0** | **0** | **0** | **0** |
| 1000 | **0** | **0** | **0** | **0** | **0** |
| 990 | **0** | **0** | **0** | **0** | **0** |
| 750 | **1** | **0** | **0** | **0** | **1** |
| 500 | **59** | **45** | **1** | **7** | **112** |
| 250 | **573** | **374** | **162** | **73** | **1182** |
| 100 | **243** | **83** | **3235** | **4563** | **8124** |
| 63 | **25** | **3** | **4198** | **5642** | **9868** |
| 25 | **8** | **8** | **3478** | **6310** | **9804** |
| **Total** | **909** | **513** | **11074** | **16595** | **29091** |
| 4 | Balance failed Transformers yet to be Repaired | CSS | **0** | **0** | **0** | **0** | **0** |
| 1000 | **0** | **0** | **0** | **0** | **0** |
| 990 | **0** | **0** | **0** | **0** | **0** |
| 750 | **0** | **0** | **0** | **0** | **0** |
| 500 | **11** | **9** | **0** | **0** | **20** |
| 250 | **41** | **146** | **4** | **1** | **192** |
| 100 | **68** | **59** | **91** | **374** | **592** |
| 63 | **4** | **2** | **231** | **521** | **758** |
| 25 | **1** | **14** | **119** | **748** | **882** |
| **Total** | **125** | **230** | **445** | **1644** | **2444** |
| 5 | No. of failed transformers considered as not repairable | CSS | **0** | **0** | **0** | **0** | **0** |
| 1000 | **0** | **0** | **0** | **0** | **0** |
| 990 | **0** | **0** | **0** | **0** | **0** |
| 750 | **0** | **0** | **0** | **0** | **0** |
| 500 | **0** | **4** | **0** | **1** | **5** |
| 250 | **0** | **30** | **0** | **4** | **34** |
| 100 | **0** | **36** | **26** | **190** | **252** |
| 63 | **0** | **2** | **43** | **197** | **242** |
| 25 | **2** | **14** | **55** | **239** | **310** |
| **Total** | **2** | **86** | **124** | **631** | **843** |

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| **Statement showing the details No. of Transformers failed, Transformers repaired, repaired Transformers issued to field and balance no. of failed Transformers yet to be repaired during FY 2020-21 upto Oct-20** | | | | | | | |
|  |  |  |  |  |  | **Annexure-2** | |
| **Sl. No** | **Particulars** |  | **BMAZ North** | **BMAZ South** | **BRAZ** | **CTAZ** | **BESCOM** |
| 1 | No. of Transformers Failed during the year | CSS | **0** | **0** | **0** | **0** | **0** |
| 1000 | **0** | **0** | **0** | **0** | **0** |
| 990 | **0** | **0** | **0** | **0** | **0** |
| 750 | **1** | **0** | **0** | **0** | **1** |
| 500 | **48** | **58** | **0** | **2** | **108** |
| 250 | **426** | **360** | **120** | **46** | **952** |
| 100 | **165** | **102** | **1867** | **2478** | **4612** |
| 63 | **15** | **13** | **2436** | **2922** | **5386** |
| 25 | **9** | **7** | **2245** | **3952** | **6213** |
| Total | **664** | **540** | **6668** | **9400** | **17272** |
| 2 | Total No. of Transformers Repaired during the year | CSS | **0** | **0** | **0** | **0** | **0** |
| 1000 | **0** | **0** | **0** | **0** | **0** |
| 990 | **0** | **0** | **0** | **0** | **0** |
| 750 | **0** | **0** | **0** | **0** | **0** |
| 500 | **22** | **28** | **0** | **3** | **53** |
| 250 | **281** | **229** | **109** | **69** | **688** |
| 100 | **127** | **42** | **1691** | **2585** | **4445** |
| 63 | **12** | **4** | **2328** | **3557** | **5901** |
| 25 | **6** | **7** | **2255** | **4193** | **6461** |
| **Total** | **448** | **310** | **6383** | **10407** | **17548** |
| 3 | Total No. of Repaired Transformers issued to the field | CSS | **0** | **0** | **0** | **0** | **0** |
| 1000 | **0** | **0** | **0** | **0** | **0** |
| 990 | **0** | **0** | **0** | **0** | **0** |
| 750 | **0** | **0** | **0** | **0** | **0** |
| 500 | **22** | **28** | **0** | **2** | **52** |
| 250 | **281** | **229** | **120** | **46** | **676** |
| 100 | **127** | **42** | **1867** | **2380** | **4416** |
| 63 | **12** | **4** | **2435** | **2893** | **5344** |
| 25 | **6** | **7** | **2245** | **3953** | **6211** |
| **Total** | **448** | **310** | **6667** | **9274** | **16699** |
| 4 | Balance failed Transformers Yet to be Repaired | CSS | **0** | **0** | **0** | **0** | **0** |
| 1000 | **0** | **0** | **0** | **0** | **0** |
| 990 | **0** | **0** | **0** | **0** | **0** |
| 750 | **1** | **0** | **0** | **0** | **1** |
| 500 | **43** | **20** | **0** | **1** | **64** |
| 250 | **262** | **105** | **1** | **4** | **372** |
| 100 | **122** | **55** | **320** | **468** | **965** |
| 63 | **11** | **7** | **158** | **418** | **594** |
| 25 | **6** | **0** | **151** | **504** | **661** |
| **Total** | **445** | **187** | **630** | **1395** | **2657** |
| 5 | No. of failed transformers considered as not repairable | CSS | **0** | **0** | **0** | **0** | **0** |
| 1000 | **0** | **0** | **0** | **0** | **0** |
| 990 | **0** | **0** | **0** | **0** | **0** |
| 750 | **0** | **0** | **0** | **0** | **0** |
| 500 | **0** | **16** | **0** | **0** | **16** |
| 250 | **2** | **36** | **0** | **0** | **38** |
| 100 | **1** | **33** | **3** | **158** | **195** |
| 63 | **1** | **4** | **3** | **191** | **199** |
| 25 | **0** | **0** | **10** | **307** | **317** |
| **Total** | **4** | **89** | **16** | **656** | **765** |
|  | | | | | | | |

# Note: The failed transformers are being replaced by repaired good transformers available in buffer stock. Sufficient buffer stock has been maintained at stores and transformer banks for replacement of failed DTRs. The failed DTRs are issued to the repairer batch wise. Further, BESCOM has issued award to new agencies to carry out the works for repair of failed DTRs. The balance transformers that are to be repaired at the time of handing over are being carried out by new agencies.

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Tender called for the following repair centre in BESCOM jurisdiction Oct-20** | | | | | |
|  | | | | | **Annexure-A** |
| **Sl No.** | **District** | **Taluk** |  | **Taluk Repair center** | **Name of the repair center** |
| 1 | Bangalore Urban | North | 1 | Rajajinagar | M/s Achu Power Enterprises |
| 2 | Kengeri | M/s Vinayaka Enterprises |
| 3 | RR Nagara | M/s S V Enterprises |
| 4 | Mattikere | M/s Sainatha Power Systems |
| South | 5 | Koramangala | M/s Sonam Enterprises |
| East | 6 | Whitefield | M/s.Sri Venkateshwara Electrical Engineering Works |
| Anekal | 7 | Chandapura | M/s Durgadevi Industrie |
| 2 | Bangalore Rural | Nelamangala | 8 | D.B pura, | M/s Shree Enterprises |
| Hosakote | 9 | Yelahanka, | M/s. SRI NANJUNDESHWARA ELECTRICALS |
| 10 | Hosakote | M/s Chamundi Electrical Industries |
| 3 | Ramanagara | Channapatana | 11 | Channapatana | M/s Shakthi Enterprises |
| Magadi | 12 | Magadi | M/s Sairam Enterprises |
| Kanakapura | 13 | Kanakapura | M/s Geetha Enterprises |
| 4 | Kolar | Kolar | 14 | Kolar | M/s Vilas Enterprises |
| Kolar | 15 | Malur | M/s Sri Lakshmi Venkateswara Electricals and Transformer |
| Srinivasapura | 16 | Srinivasapura, | M/s Ramesh Electricals |
| Mulabagilu | 17 | Mulabagilu | M/s Hi-Energy systems |
| KGF | 18 | KGF | M/s Hi-Energy systems |
| 5 | Chikkaballapura | Chikkaballapura | 19 | Chikkaballapura | M/s Thulasi Electricals |
| Chinthamani | 20 | Chinthamani | M/s Vilas Enterprises |
| Shidlaghatta | 21 | Shidlaghatta | M/s S.L.N Electricals |
| Bagepalli | 22 | Bagepalli | M/s Shiradi Sai Electricals |
| Gowribidanur | 23 | Gowribidanur | M/s Shiradi Sai Electricals |
| 6 | Tumkur | Gubbi | 24 | Gubbi | M/s S.M.Enterprises. |
| Tumkur | 25 | Tumkur | M/s Vijayashree transformers |
| Kunigal | 26 | Kunigal | M/s Sri.Byreshwara Electricals |
| Tiptur | 27 | Tiptur | M/s National Transcare |
| Koratagere | 28 | Koratagere | M/s S K Transformer Co |
| C.N halli | 29 | C.N halli | M/s Sainatha Power Systems |
| Turvekere | 30 | Turvekere | M/s Sri.Byreshwara Electricals |
| Pavgada | 31 | Pavgada | M/s.Vijayashrre Transformers |
| Sira | 32 | Sira | M/s Durgadevi Industries |
| Madhugiri | 33 | Madhugiri | M/s National Transcare |
| 7 | Davangere | Jagaluru | 34 | Jagaluru | M/s Manasa Power controls systems |
| Channagiri | 35 | Channagiri | M/s Sri Lakshmi Venkateswara Electricals and Transformer |
| Davangere | 36 | Davangere | M/s Shree Byraveshwara Electrical works |
| Harappanahalli | 37 | Harappanahalli | M/s JM Electricals |
| Harihara | 38 | Harihara | M/s Sangam Electrical & works |
| Honnali | 39 | Honnali | M/s Shree Byraveshwara Electrical works |
| 8 | Chitradurga | Hosadurga | 40 | Hosadurga | M/S Vigneshwara Enterprises |
| Chitradurga | 41 | Chitradurga | M/s S.M. Enterprises |
| Holalkere | 42 | Holalkere | M/S Vigneshwara Enterprises |
| Hiriyuru | 43 | Hiriyuru | M/s Achu power Equipments |
| Challakere | 44 | Challakere | M/s Pushpak Electric Industries |
| Molkalmuru | 45 | Molkalmuru | M/s Pushpak Electric Industries |

Depending on the available generators, SLDC, KPTCL is giving availability on day ahead basis.

BESCOM is submitting the projection of demand for power in MUs for every succeeding month to the Commission.

Planned outages for every succeeding month in the last week of the preceding month is being uploaded in the BESCOM web site and submitting the same to the Commission.

# Directive on Establishing a 24x7 Fully Equipped Centralized Consumer Care Centre for Redressal of Consumer Complaints:

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

# Compliance by BESCOM:

BESCOM has established 24x7 Customer Helpline with 60seater facility to facilitate speedy redressal of consumer complaints through 60 concurrent lines 24X7 with Multi-Channel Complaint Registration Facility (Phone, SMS, Online, e-mail, Facebook, WhatsApp, BESCOM Mitra App & Twitter).

BESCOM emphasize on Electrical Safety and complaints related are redressed on priority. Two WhatsApp numbers are dedicated to attend and resolve safety complaints at the earliest.

In addition to Helpline Number 1912, another 12 Mobile Numbers are provided to Bangalore Metropolitan Area Zonal (BMAZ) consumers register the complaints:

|  |  |  |  |
| --- | --- | --- | --- |
| **East Circle** | **West Circle** | **North Circle** | **South Circle** |
| 94808 16108  94808 16109  94808 16110 | 94808 16111  94808 16112  94808 16113 | 94808 16114  94808 16115  94808 16116 | 94808 16117  94808 16118  94808 16119 |

**Different modes of Customer Complaint registrations available for Customers:**

1. Well established (24x7) 60 Seater Helpline – 1912
2. Online Registration of Complaint through iPGRS App (Integrated Redressal System)
3. WhatsApp – 9449844640
4. WhatsApp for Safety Issues – 9483191212 / 9483191222
5. Facebook – BESCOM
6. Twitter - @ NammaBescom
7. [helplinebescom@gmail.com](mailto:helplinebescom@gmail.com) / [helpline@bescom.co.in](mailto:helpline@bescom.co.in)
8. BESCOM Mitra Mobile App
9. Registration of online Complaints-www.bescom.ipgrs.org
10. Customer Interaction Meetings are being conducted at all subdivision on third Saturday of every month from 3.00 pm to 5.30 pm.
11. Urja Mithra: Registered Consumers can lodge complaints through Urja Mithra Portal also. BESCOM will monitor those portal complaints to attend. Consumers also get notification on power outages in their jurisdictional area through SMS/e-mail.

# BESCOM is publishing the complaint handling procedures / contact number of the Centralized Consumer Service Centre in the local media, hosting it on website and also through other modes for the information of public and all the complaints of consumers are registered only through the Centralized Consumer Service Centre. The compliance in this regard will be furnished once in a quarter regularly, to the Commission.

# Quarter - III of FY-20 (OCT-2019 to DEC-2019):

# D:\Kala\ERC\ERC FY-21\Chapter-5_Directives\Untitled 1.png

# Quarter – IV of FY-20 (Jan-2020 to March-2020)

# D:\Kala\ERC\ERC FY-21\Chapter-5_Directives\Untitled 2.png

# Quarter - I of FY-20 (April-2020 to June-2020)

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# Quarter – II of FY-21 (July-2020 to Sept-2020):

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# Directive on Energy Audit:

The BESCOM is directed to take up energy audit of all the 11 kV feeders, DTCs, which are said to be metered and the energy audit of major Cities / Towns and take remedial measures for reducing energy losses in the high loss-making distribution areas. The compliance in respect of 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.

The Commission directs BESCOM to conduct workshops at the Division Office level, for educating the officers of all cadre on the importance of conducting the feeder-wise, DTC-wise energy audit and motivating them to take action to reduce the losses in their areas, address issues relating to consumer tagging, recognize the importance of energy metering and maintaining the meters in good condition, strictly servicing all the installations by providing appropriate energy meters, providing and maintaining energy meters to the DTC’s, Metering of Street light installations, Replacement of electromechanical meters etc.,

An action plan on conducting such workshops shall be submitted by BESCOM within 90 days from the date of this order. The feeder wise and DTC-wise energy audits shall be reviewed in the review meetings at the Circle level every month. Copy of the proceedings of such meetings shall be sent to the Commission for information and further review.

# Compliance by BESCOM:

BESCOM is carrying out energy audit of all the 11 kV feeders as per BESCOM format and the energy audit of major Cities / Towns

Details of 11KV feeder’s energy audit and Losses of towns / cities for FY-21 up to Sep-2020 as per the prescribed formats are here with attached in Annexure A & B.

The details will be regularly submitted to the Commission on a quarterly basis

DTC metering as on September-2020:

Number of DTC’s existing in the company 🡪 3,92,898

Number of DTCs exclusively feeding to IP sets and independent water supply installations 🡪 1,87,832

Number of DTC’s to be metered 🡪 2,05,066

Number of DTC’s already metered 🡪 99,992 (Total 119717 nos. of DTCs are metered, some of the IP feeding DTCs are metered prior to UDAY MoU and Energy department directions for exemption of the same from metering)

Balance DTC’s to be metered 🡪 1,05,074

% Metering 🡪 49%

During the 58th Advisory Committee meeting held on 23.09.2019, the Hon’ble Commission directed the ESCOMs not to take up the DTC metering work until completion of energy audit work in respect of DTCs already metered.

In RAPDRP area, to avoid human interventions in taking DTC meter readings and to enable system generated Energy Audit reports, 50816 Nos. of GPRS modems were fixed by M/s. Amitech ltd. to DTC meters in Bangalore city and other 24 identified RAPDRP towns with Contract period of 3 years for maintenance. The Contract period with the firm has been expired on 31.03.2019.

In Non-RAPDRP area, threads through type meters with inbuilt modems were fixed to 45000 Nos. of DTCs to enable AMR with contract period of 5 years for maintenance. The Contract Period expired during the month of April-2019.

Since the contract period has expired in both the areas and firms are not ready for extension, BESCOM has to take over the project.

Hence, to maintain the existing metering system and to ensure proper operation of meters and modems in both RAPDRP & Non-RAPDRP areas, it is proposed to float tender under OPEX model for maintenance of existing DTC metering system i.e. payments will be made per meter per month basis.

The scope of proposed tender will cover two aspects.

* + 1. Set righting (Refurbishment) of existing Metering System.
    2. Maintenance of existing metering system (Including IT infrastructure i.e. Data acquisition at MDAS).

The proposal for inviting tender will be placed before ensuing Board of Directors meeting.

Re-tagging of consumers with feeders is completed for the SDOs who have submitted the data for correction in GIS and for other SDOs data is being collected from the field which is under process.

BESCOM carry out energy audit of all the 11 kV feeders and the energy audit of major Cities / Towns and is taking remedial measures for reducing energy losses in the high loss-making distribution areas.

The details will be regularly submitted to the Commission on a quarterly basis

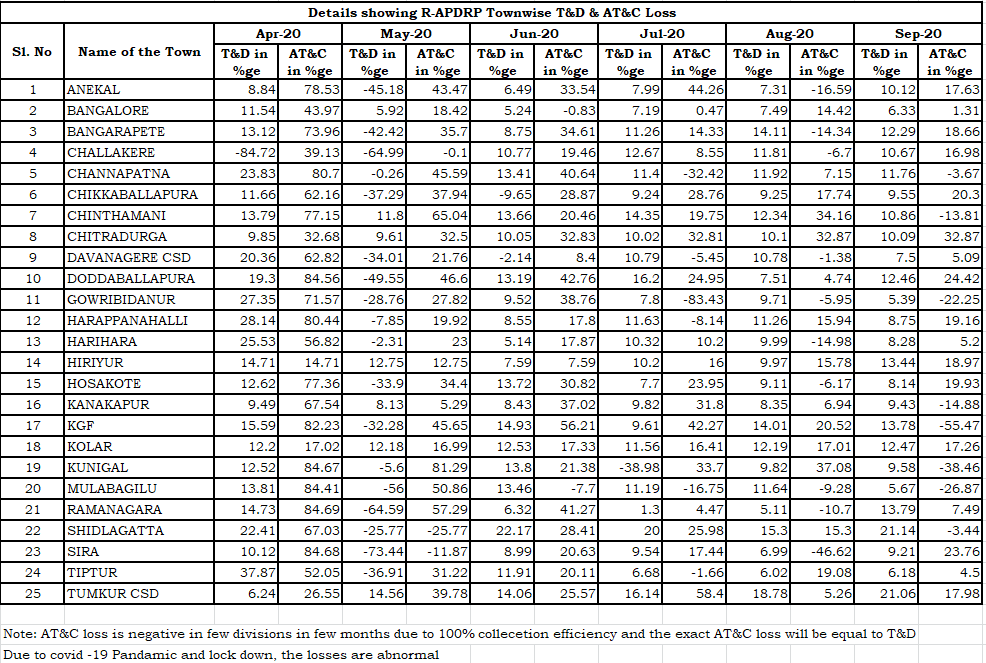
Action is taken for conducting the workshops by all CE’s / SE’s for educating the officers of all cadre on the importance of conducting the energy audit.

All the parameters as per the prescribed format are available in BESCOM except HT loss, DTC loss and LT loss for feeders.

BESCOM shall submit the feeder wise energy audit reports for feeder wise as per the BESCOM formats.

Action will be taken for furnishing the energy audit reports in respect of 11 kV lines and DTC’s as per the formats prescribed by the Commission.

|  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Sl.No** | **Particulars** | **Apr'20** | **May'20** | **June'20** | **July'20** | **Aug'20** | **Sept'20** | **Remarks** |
| 1 | Division wise | -0.38% to 25.63% | -18.05% to 28.26% | -8.39% to 28.32% | 4.26% to 28.31% | 4.56% to 36.26% | 1.86% to 27.50% | Due to covid -19 Pandemic and lock down, the losses are abnormal |
| 2 | Towns and cities | -84.72% to 37.87% | -73.44% to 14.56% | -9.65% to 22.17 | -38.98% to 20.00% | 5.11% to 18.78% | 5.39% to 21.14% |
| **3** | **11KV feeder levels** |  |  |  |  |  |  |  |
| 4 | No of feeders having losses less than 15% ( Urban) | 1132 | 1378 | 1421 | 1360 | 1406 | 1415 |  |
| No of feeders having losses less than 15% (Rural) | 2696 | 3111 | 2867 | 3100 | 3326 | 3403 |  |
| 5 | No of feeders having losses more than 15 to 20% (Urban) | 163 | 80 | 76 | 92 | 74 | 81 |  |
| No of feeders having losses more than 15 to 20% (Rural) | 162 | 43 | 276 | 176 | 102 | 55 |  |
| 6 | No of feeders having losses more than 20-30% (Urban) | 192 | 87 | 80 | 98 | 89 | 98 |  |
| No of feeders having losses more than 20-30% (Rural) | 231 | 103 | 140 | 92 | 52 | 40 |  |
| 7 | No of feeders having losses more than 30% (Urban) | 302 | 245 | 215 | 254 | 240 | 217 |  |
| No of feeders having losses more than 30% (Rural) | 534 | 479 | 455 | 347 | 249 | 250 |  |
| **Total** | | **5412** | **5526** | **5530** | **5519** | **5538** | **5559** |  |
| 1 | No. of DTCs having losses between 0% to 5% | 328 | 4606 | 3682 | - | - | - |  |
| 2 | No. of DTCs having losses between 5% to 10% | 2083 | 6444 | 9257 | - | - | - |  |
| 3 | No. of DTCs having losses between 10% to 15% | 11737 | 6265 | 4207 | - | - | - |  |
| 4 | No. of DTCs having losses between 15% to 20% | 241 | 253 | 204 | - | - | - |  |
| 5 | No. of DTCs having losses more than 20% | 16042 | 10367 | 10870 | - | - | - |  |
| 6 | No. of DTCs having Negative Losses | 3697 | 6213 | 5790 | - | - |  |  |
| **Total** | | **34128** | **34148** | **34010** | - | - |  |  |
|  |  |  |  |  |  |  |  |  |
|  | Total No of Urban Feeders | 1789 | 1790 | 1792 | 1804 | 1809 | 1811 |  |
|  | Total No of Rural feeders | 3623 | 3736 | 3738 | 3715 | 3729 | 3748 |  |

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# Directive on Implementation of Niranthara Jyothi – Feeder Separation:

The commission has observed an increase in IP set consumption in Fy19. The BESCOM should strictly monitor the implementation of the regulated power supply scheme to IP feeders and take necessary corrective action if the same is faulty. Since the commission has observed that, BESCOM has segregated substantial number of feeders under different phases of NJY, the commission directs the BESCOM to continue to report every month, the specific consumption and the overall IP set consumption, only on the basis of the data from the energy meters installed to the agricultural feeders, as per the prescribed formats. Any data furnished based on other assumption will not be considered by the commission for computation of IP set consumption.

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 agricultural feeders segregated under NJY, to the commission every month.

**Compliance by BESCOM:**

BESCOM is strictly monitoring the power supply to IP feeders and is providing 3phase power supply to agricultural feeders as per policy of GOK i.e. 4 hours of 3phase power supply during day time and 3 hours of 3 phase power supply during night for agricultural feeders, totaling to 7 hours.

All the Agricultural feeders are metered in BESCOM and IP set consumption mainly depends on the rain, water table and type of crops grown etc.

BESCOM will report overall IP set consumption of all the agricultural feeders, as per the prescribed formats every month

Feeder wise IP assessment for six months from April-20 to Sep-20 were furnished vide letter no.: BESCOM/D(F)/DGM(RA)/BC-26/F-2411/241-242, dtd:23.11.2020.

# Directive on Demand Side Management in Agriculture:

In the matter of taking DSM measures, Commission directs BESCOM to comply with the DSM Regulations notified by the Commission. It should be ensured that while introducing DSM, no huge capex is invested thus burdening consumers with increased tariff. Any DSM measure should ensure that the energy saved compensates the cost of investment made on such DSM measures, otherwise the very purpose of DSM will not be served.

The Commission notes an undue delay in implementation of DSM scheme in Kanakapura division. Further, 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 and submit the suitable proposals to the Commission for approval.

# Compliance by the BESCOM:

**Surya Raitha pilot project:**

BESCOM has commissioned all 310 Solar IP sets under Surya Raitha pilot project as on 31.05.2018 in Kanakapura. Since, it is a pilot project and cooperation of the farmers place an important role, the project was delayed and also change of implementing agency affected the delay in project execution.

**KUSUM scheme:**

M/s. C-Step submitted report on Energy Efficient Irrigation Pumpsets to GoK. In this regard, BESCOM has submitted comments on the report to GoK vide letter dtd: 14.11.2019. Directions for the same are awaited. Copy of the letter is exhibited below.

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| --- |
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| D:\Kala\ERC\ERC FY-21\Chapter-5_Directives\dsm2.png |
| D:\Kala\ERC\ERC FY-21\Chapter-5_Directives\dsm 3.png |

BESCOM will comply with Hon’ble Commission’s DSM Regulations while taking up DSM regulations.

# Directive on Lifeline Supply to Un-Electrified households:

The Commission has already indicated in the earlier Tariff Orders, that it 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.

# Compliance by BESCOM:

**DDUGJY Scheme:** The work awards for electrification of un-electrified BPL households under DDUGJY scheme have been issued in 8 districts of BESCOM to qualified agencies on March-2017 (For 06 districts) and May-2017 (For 02 districts). The Letter of Intent is issued on Jan-2017 (For 06 districts) and March-2017 (For 02 districts).

As per REC conditions the time target for completion of the project in all aspects is 24 months from the date of issue of letter of Intent (LOI) to the Agencies i.e. JAN-2019 (for 06 Districts) and March-2019 (for 02 Districts). M/s REC, New Delhi has given time extension up to DECEMBER-2020 for completion of works under DDUGJY without any financial implication in release of grants.

**The status of electrification of un-electrified BPL House Holds is as detailed below:**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Sl. No** | **Name of District** | **DDUGJY Scheme** | | | |
| **BPL Households identified for electrification** | **Total No of BPL HH identified as per survey** | **Progress as at the end of OCT -2020** | **Percentage Progress (%) WRT survey** |
| 1 | Davanagere | 5885 | 5000 | 5000 | 100% |
| 2 | Chitradurga | 36817 | 35248 | 35248 | 100% |
| 3 | Tumkur | 50694 | 37434 | 37434 | 100% |
| 4 | Kolar | 4563 | 7041 | 7041 | 100% |
| 5 | Chikkaballapura | 4173 | 6450 | 6450 | 100% |
| 6 | Ramanagara | 7689 | 6407 | 6407 | 100% |
| 7 | Bangalore Rural | 4315 | 4060 | 4060 | 100% |
| 8 | Anekal of Bangalore Urban | 5523 | 3467 | 3467 | 100% |
| **Total** | | **119659** | **105107** | **105107** | **100%** |

The 16481 no’s of un-electrified households proposed under SAUBHAGYA scheme is also covered and electrified under DDUGJY scheme itself. In total under DDUGJY scheme 1,0,5107 no’s of un-electrified BPL households are electrified.

However, in respect of non-BPL household’s electrification 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.

# Directive on Implementation of Financial Management Framework

The consumers and stakeholders have raised serious concerns in the public hearing held by the Commission about the accumulation of revenue arrears and failure to recover the long-standing arrears which is causing adverse impact on the BESCOM’s Cash flows. The Commission directs BESCOM to chalk out a robust action plan to recover the long-standing accumulated arrears from all category of consumers including local bodies, statutory authorities etc.

The Commission reiterates its directive that the BESCOM shall continue to implement the Financial Management Framework Model and regularly report compliance thereon on a quarterly basis to the Commission. BESCOM shall identify the Sub-Divisions and Divisions which are not collecting the required rate of ARR and take remedial measures to ensure full recovery of revenue.

**Compliance by BESCOM**

* BESCOM has submitted the first and second quarter’s performance report of FY20 along with action taken report to Commission.
* BESCOM has already fixed monthly Collection Target and instructed the field officers to chalk out a robust action plan to recover the long standing accumulated arrears. The collection Target includes Current Demand, 10% of Clear Recoverable Arrears (CRA) and 5% of Long dis Installation Arrears.
* Also instructed the CE’s/CA’s of Zonal office vide letter no.s under reference to improve billing efficiency, to reduce T&D Losses, achieve ARR and other revenue parameters as per the targets fixed.
* GM(R)/DGM(R)-2/AGM(R)-1/SA/ BC-22/2202(16)/2019-20/3805 to 3828 Dated 11.12.2019 to achieve the targets fixed by the company.
* GM(R)/DGM(R)-2/AGM(R)-1/SA/ BC-22/2202(16)/19-20/3867 to 3907 Dated 16.12.2019 to take necessary action to collect revenue arrears.
* BESCOM/D(F)/GM(R)/DGM(R)-2/ BC-22/2202(16)/19-20/4456-66 to 4499 Dated 20.01.2020 to recover the long standing accumulated arrears by conducting special disconnection drive.
* D(F)/GM(R)/DGM(R)-2/AGM(R)-1/SA/BC-22/2202(16)/2019-20/5176 to 5199, Dated 04.03.2020 to adopt  best practices of BESCOM in Reading, Billing, Collection, Recovery of arrears, Reduction of Zero consumption/DL/ MNR installations.

# Directive on Prevention of Electrical Accidents:

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. Further, it shall also focus on rectifying hazardous consumer installations. Any lapse on the part the concerned officers/officials should entail them to face disciplinary action.

BESCOM shall submit an action plan for reducing the accidents in BESCOM area, within 3 months of the date of this Order. The compliance thereon shall be submitted to the Commission quarterly, regularly.

**Compliance by the BESCOM:**

1. **BESCOM has taken various Awareness Programs for Safety of field Staff such as:**

BESCOM has taken up various remedial measures and Safety awareness programs to educate field staff and public as well.

Instructions issued to rectify the dangling wires on transformers/poles, raise the aerial fuse boards to safety height, prune the trees along the HT/LT lines, clean the transformer/ RMU surroundings, maintain feeder pillar boxes & LTD boxes etc. & follow the KERC safety guidelines scrupulously also to attend the locations on top priority. In some of the identified hazardous locations, Special design transformers & other allied works are taken up in model Sub division projects and works of such cases are under progress.