

**Minutes of Performance Review of CESU for the period April 09 to Sept 09
(FY 2009-10) on 17.12.2009**

Representatives of CESU & OPTCL present during the review:

- (i) Mr. S K Das Gupta, CEO, CESU
- (ii) Mr. K V Durgaprasad, CCO, CESU
- (iii) Mr. K B Ray, AGM, OPTCL

1. Mr. S K Das Gupta, CEO, CESU made a presentation before the Commission about the performance of CESU during the period from April 09 to Sept 09 of FY 2009-10.

Key performance indicators

Description	Actual for FY 2008-09	Target for FY 2009-10	Actual for April 09 to Sept 09
Input (MU)	5672.61	6045.00	3188.48
EHT Sales	904.08	1264.50	523.47
HT Sales	720.29	950.97	412.78
LT Sales	1759.93	2239.40	1010.10
Total Sales(MU)	3384.30	4454.87	1946.35
EHT bill raised in (Rs. Crore)	302.06	437.35	166.92
HT bill raised in (Rs. Crore)	264.45	355.28	149.13
LT bill raised in (Rs. Crore)	460.94	451.64	265.91
Total Sales (Rs. Crore)/ Bills raised	1027.46	1244.27	581.97
Collection (Rs. Crore)	943.23	1219.38	562.66
Collection efficiency (%)	91.8	98.00	96.70
LT collection efficiency (%)	59.38	98.00	96.00
Overall Distribution loss (%)	40.3	26.30	38.96
LT Distribution loss (%)	52.0	35.04	50.46
AT&C loss(%) overall	45.23	27.78	40.98
AT & C Loss(%) in LT	59.38	36.33	52.69

(Details can be seen from the **Annexure-I** attached)

2. The Commission took note of the sales figures of CESU at different voltage level during the review period. It was found that CESU has fallen behind the target set by the Commission in sales in different voltage segment. This has resulted in less billing to the consumers. Although the revenue collection target has more or less been achieved, it is mostly due to arrear collection through OTS Scheme. The Commission directed that Public Water Works (PWW) collection should be given priority as fund allocation to them towards electricity bill by Government will lapse with the end of financial year. The Commission also emphasized the collection from village water supply scheme as there is no dearth of fund for them due to Central Government

funding to the Scheme under the recommendation of the 12th Finance Commission. The concerned BDO should be contacted for the purpose.

3. The Commission directed that no part of the current dues should be utilized for arrear salary of the employees which has been conveyed to utilities in the earlier orders. The Commission further directed that CESU should vigorously continue with its collection drive and pay the power dues including arrear to GRIDCO as GRIDCO is purchasing costly power due to hydrology failure.
4. The Commission wanted to know from CESU the number of disconnections made after closure of OTS scheme. CESU submitted that BCDD-I has already started the disconnection drive which is around 10 disconnections per day. The Superintending Engineer, Paradeep Circle submitted that they have already issued disconnection notices to General Purpose consumers after OTS scheme. He also opined that there was a requirement of Energy Police Station in Jagatsinghpur Division. Similarly SE, Cuttack, Circle submitted that only urban consumers of Cuttack city have been issued with disconnection notices where there is accumulation of arrear energy dues. The Commission instructed that the disconnection notice should be printed in the energy bill itself in such a manner that there is no need to issue a fresh disconnection notice in case the bills are not settled in full by the date specified therein. It should be printed preferably in red colour.
5. The Commission directed that 11 KV and 33 KV feeder metering should be completed by April 2010. The CCO, CESU submitted that the mapping of the consumers who were tagged to a particular feeder would be completed by June, 2010. The Commission instructed that the person responsible for less than 95% collection efficiency in a particular division should be issued show cause notice. The Commission observed that divisions like CED, Cuttack and NED, Nimapara are collecting less revenue than their respective BSP for the Division. The Division heads who are collecting less revenue than the BSP of the Divisions should be issued with show-cause notice. **(Annexure-II)**
6. The Commission instructed CESU for curtailment of load in loss making feeder which would help them to reduce loss and tide over the present power crisis. CESU should publish the daily availability of power as communicated by SLDC for public reference which would dispel any misgivings in their minds.
7. The Commission directed that phase balancing of the distribution transformers should be carried out scrupulously to reduce non-technical loss and voltage problem. The

Commission observed that the staff of the utility should have consumer friendly approaches and should win the goodwill of them. The Commission further pointed out the harassment of consumers in Khandagiri area of Bhubaneswar where ‘What should you do?’ books distributed by the Commission are not available for reference of the consumers.

8. The Commission directed that the utility should comply with the findings of the Enquiry Committee constituted by the Commission and report compliance by 20th of January, 2010.
9. CESU is further directed to carry out the orders of GRFs to avoid litigations as per the prescribed time limit. The compliance report including the cases of Paradeep division should be submitted to the Commission by 15.01.2010.
10. In conclusion the Commission directed CESU that: -
 - (i) The sales target of each division should be fixed and the officers should be made responsible to collect the targeted monthly revenue.
 - (ii) The meter reading data should be cross checked and there should be a regular rotation of assignment amongst the persons deployed for such work.
 - (iii) All the three-phase domestic and Commercial Consumers should be brought under billing fold and bill should be regularly distributed to them. The address of the bill payment location should be printed in the bill itself. Defaulting consumers should be disconnected from the system after following due procedure.
 - (iv) CESU should print disconnection notice in the Energy Bill in such a manner that the non-paying consumers can treat it as disconnection notice. It should preferably be printed in red colour.
 - (v) Compliance of the Technical Enquiry Committee Report should be submitted by 20th January, 2010.
 - (vi) All the 11 KV and 33 KV feeders should be metered by April, 2010 and an action plan for the purpose to be prepared.
 - (vii) Power supply should be restricted and regulated to theft prone area or high loss feeder.
 - (viii) SLDC (power availability) data should be published for general information.
 - (ix) OPTCL should standardize transformer in 132 KV switchyard.
 - (x) Orders of Grievance Redressal Forum (GRF) should be complied within the specified time and compliance report including for Paradeep division should be reported by 15.01.2010..

- (xi) Effective functioning of energy police stations & squads engaged for disconnection of unauthorized connection should be monitored regularly. Staffs who are found conniving with consumer for pilfering energy should be identified if necessary inquiry be conducted and exemplary punishment should be given to the erring staffs, if found involved. In such case the guilty officers should be suspended pending framing of charges.
- (xii) Sufficient numbers of books 'What should you do?' should be available in the field offices for reference of general consumers.
- (xiii) A special review be made by CEO regarding the disposal of application for new connection received upto 30.11.2009. To start with the CVO along with a technical person should conduct enquiry in the Bhubaneswar Municipal Corporation area as to why applications for new connection are being delayed, whether forms/booklets are being made available etc.
- (xiv) No part of the current collection should be utilized for payment of revised arrear salary. It is the arrear collection should be utilized for the various purposes as stipulated in the escrow relaxation order of the Commission.
- (xv) In each division at least 10 women self-help groups should be engaged before 31.03.2010 for distribution of bills and collection as been done in case of Nayagarh division.