

# Government of Karnataka



Supporting Documentation for implementation of Ease of Doing Business Reforms in the State of Karnataka

**Concerned Department:** Energy Department: **BESCOM**

**Area 7a:** Obtaining Electricity Connection

**DIPP Recommendation No.180:**

Ensure that the Discom uses automated tools for Service restoration.

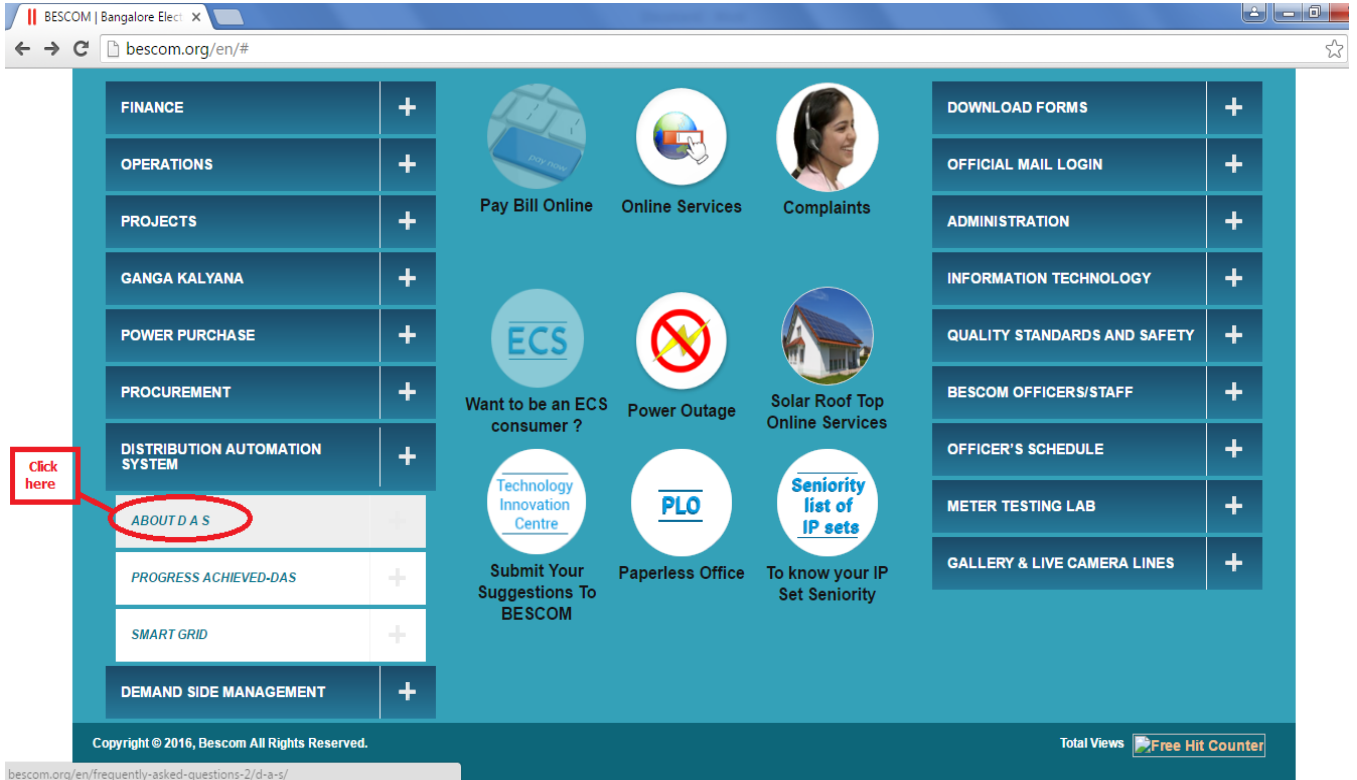
**Response:** Yes

## Compliance Report

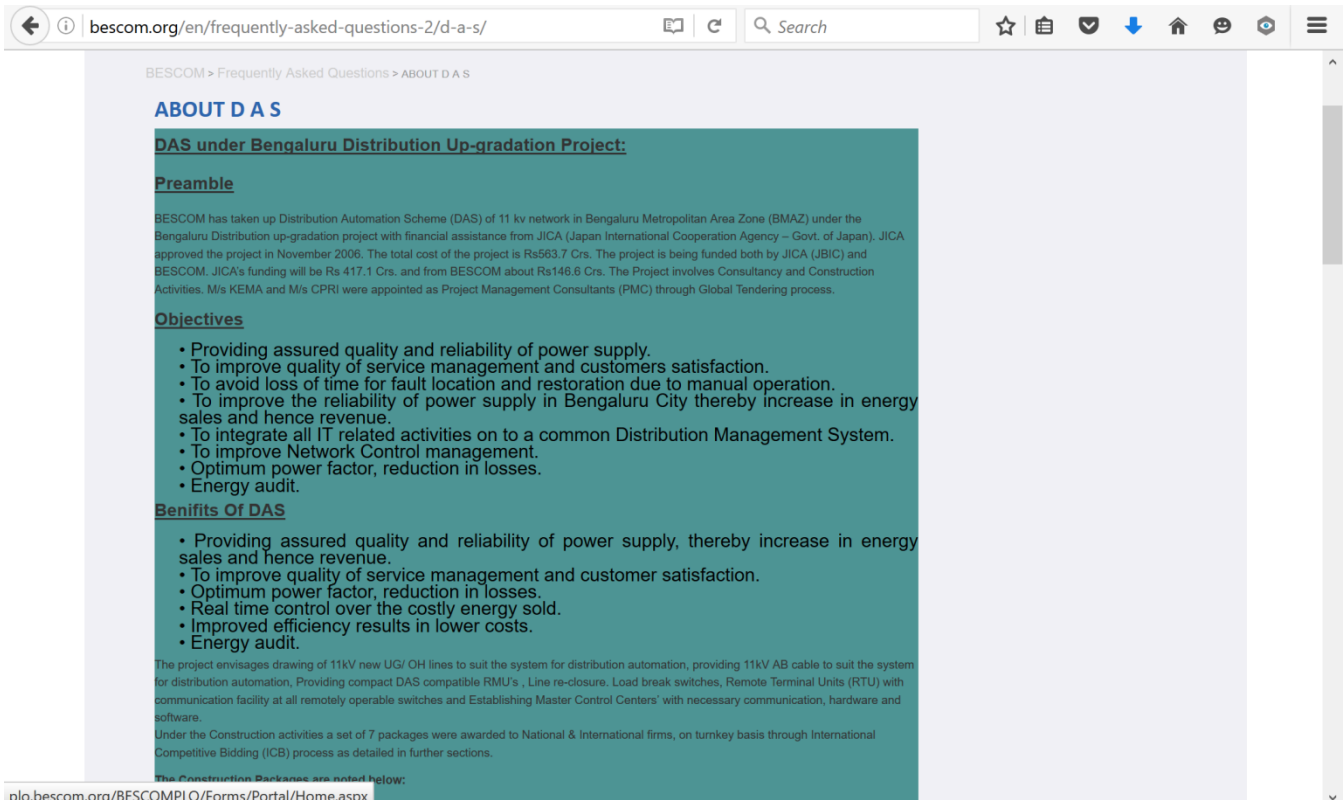
URL*	<a href="http://bescom.org/en/frequently-asked-questions-2/d-a-s/">http://bescom.org/en/frequently-asked-questions-2/d-a-s/</a>
G.O./Notification/ Act	-
Screenshots	Attached Screen Shots
Compliance Reform	DAS (Distribution Automation System) provides automatic isolation of a faulty section to enable quick recovery of stable power supply to its consumers. DAS has a system to provide remote control and monitoring to overhead and underground switches.

*\*If the link does not open directly (when clicked), please copy paste the URL into browser address bar.*

**Step – 1 :** Click on “About DAS “ under “Distribution Automation System” link in home page of BESCOM Website [www.bescom.org](http://www.bescom.org)



**Step – 2:** Details about automated tool DAS (Distribution Automation System) is provided as follows



Order package- If ordered quantity - 1000 Nos.

bescom.org/en/frequently-asked-questions-2/d-a-s/

Search

## Distribution Automation System ( DAS )- Frequently Asked Questions

### What is Distribution Automation System (DAS)?

Distribution Automation System (DAS):

- Provides Automatic Isolation of a minimized faulty section
- Enables the Quick Recovery for stable power supply to customers.
- DAS has a system to provide Remote Control and Monitoring to overhead and underground switches
- DAS has a capability for both automatic and manual Load Current Switching.

### Advantages of DAS

- Drastically reduces site crews time for fault section detection and isolation.
- Reduces financial Income-loss by outage.
- Reduce Operation Costs by Quick Detection of Fault Section.
- Optimal feeder reconfiguration enabling Judicious network switching to reduce losses and voltage problems

### BESCOM DAS Project

- Distribution Automation System (DAS ) Project is an integrated remote monitoring & automated control system for 11 KV distribution network in Bengaluru Metropolitan area.
- With two Centralised Distribution Control centers entire network will be monitored in real time for restoration of power supply after occurrence of faults
- Upon completion it will be the biggest automated control system in India covering over 1194 nos. 11 Kv feeders, 35 lakh consumers, 1590 Ring Main Units and 1540 Auto-reclosers/ Load Break Switches.
- BESCOM is implementing DAS project with the financial assistance of Japan International Co-operation Agency (JICA).
- The project is schedule to be completed by March 2015.

### What is an outage?

An outage is non-availability of power supply. Power supply to the consumers is affected due to one or more of the following reasons:-

- i. Failure of incoming power supply
- ii. Failure of source power supply will result in outage.

As far as possible change over of power supply from an alternative source to the supply point is made Duration of power supply outage is of the order of 15 – 60 mins.

Temporary faults Power supply will be restored within 5 minutes.

### Permanent faults

...bescom.org/BESCOMPLO/Forms/Portal/Home.aspx

...ected to the entire feeder is interrupted. The location of fault is identified by line controller and trial

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Energy Department: **MESCOM**

Area 7a: Obtaining Electricity Connection

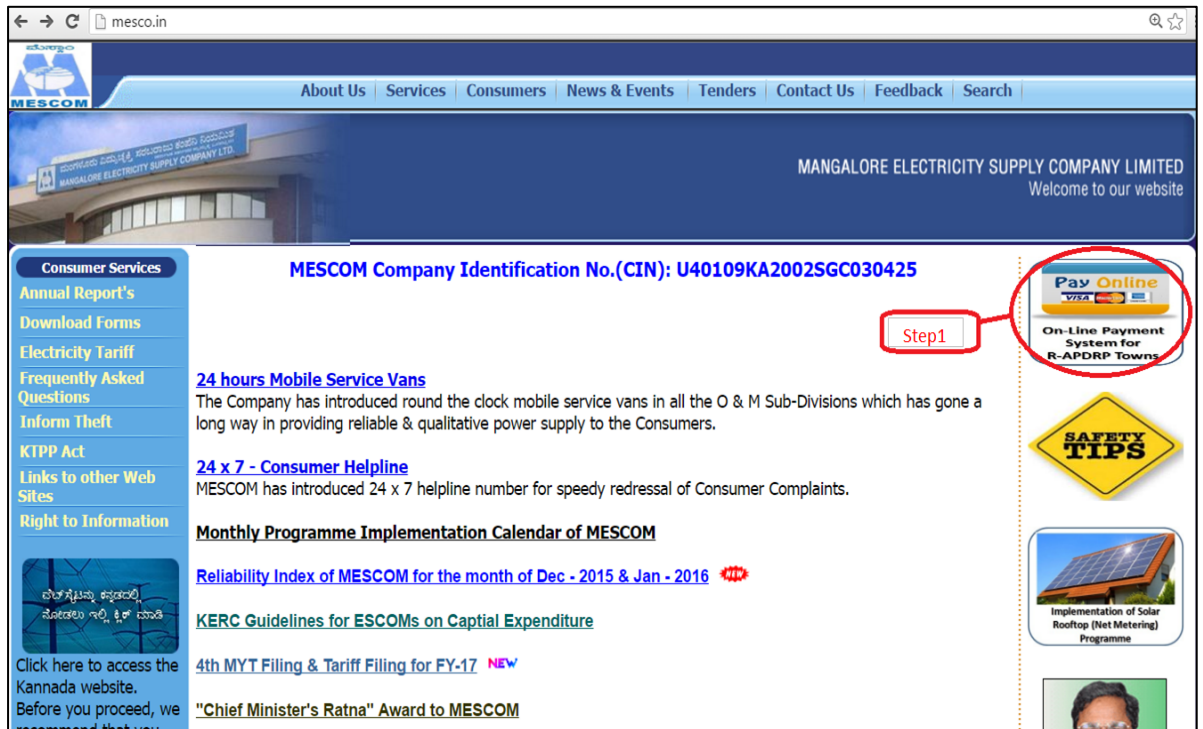
DIPP Recommendation No.180: Ensure that the Discom uses automated tools for Service restoration.

Response: Yes

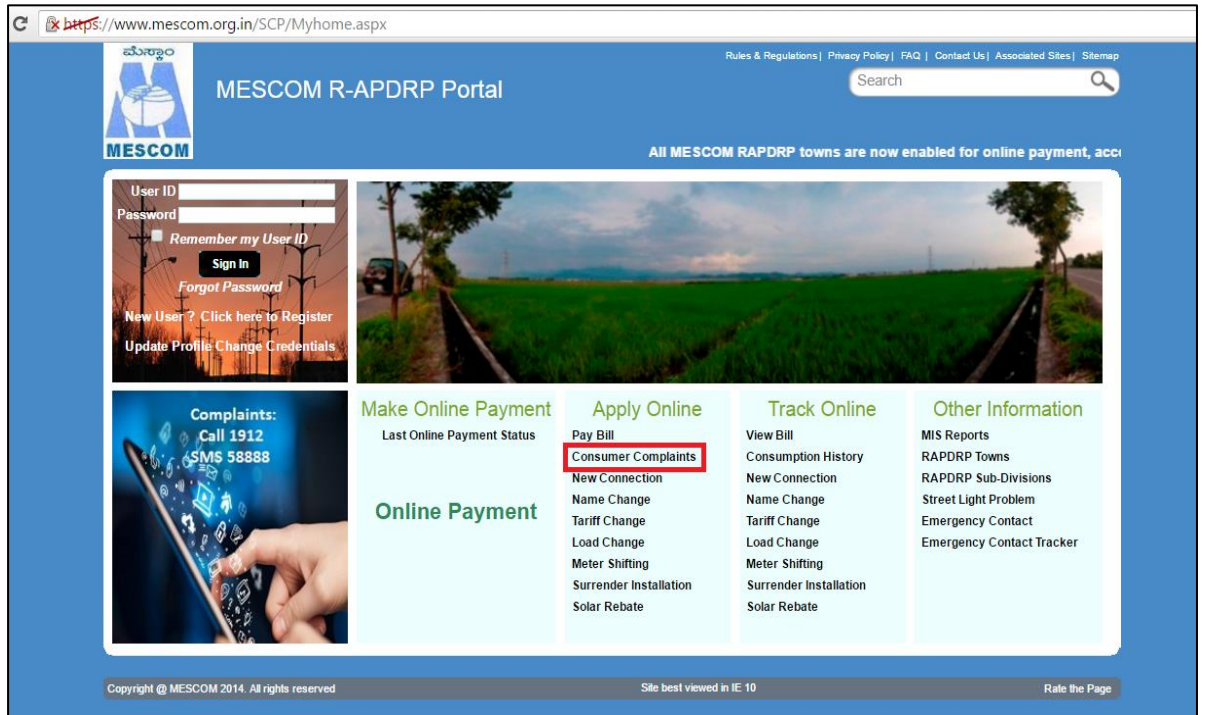
Compliance Report

URL*	<a href="https://www.mescom.org.in/SCP/Myhome.aspx">https://www.mescom.org.in/SCP/Myhome.aspx</a>
G.O./Notification/ Act	G.O; RAPDRP
Screenshots	Attached Screen Shots
Compliance Reform	MESCOM extends Service Restoration to all its consumers using RAPDRP portal as well as by dailing to customer service centre (1912).

Step – 1: Click on “Online Payment Systems for R-APDRP Towns” icon in right side of the home page of MESCOM Website [www.mesco.in](http://www.mesco.in)



Step – 2: Click on “Consumer Complaints” links to register complaint for power restoration



Step – 3: Now Consumer should log into his/her account to register complaint or complaints can also be registered by dialing 1912 helpline number which serves 24/7 in MESCOM.

The screenshot displays the MESCOM R-APDRP Portal. At the top, the URL is <https://www.mescom.org.in/SCP/General/ServiceDescription.aspx?ServiceType=Complaints>. The page header includes the MESCOM logo, the text "MESCOM R-APDRP Portal", and a search bar. A navigation menu contains links for Home, Rules & Regulations, Privacy Policy, FAQ, Contact Us, Associated Sites, and Sitemap. A banner at the top right states "All MESCOM RAPDRP towns are now ena".

The main content area is titled "Complaints" and features a login form on the left. The login form includes fields for "User ID" and "Password", a "Remember my User ID" checkbox, a "Sign In" button, and links for "Forgot Password", "New User? Click here to Register", and "Update Profile Change Credentials".

The "Complaints" section contains a red-bordered box with the text "Please register and login to avail this service." Below this, there are four categories of complaints, each with a brief description:

- Billing Related**: This page allows user to lodge complain related to bill detail. If user is not happy with some or all details printed in his/her monthly bill, he can refer to Bill ID and lodge a complaint. Utility will look into this complain and provide clarification.
- No supply to individual premises**: This page will allow user to lodge complain if supply is interrupted to his/her premise. The complain will be registered with utility and user will get complaint id to track this in future.
- Emergency consumer Contact**: This page allows user to register any untoward incident/accident. Utility will contact you at the earliest.
- Street Light Problem**: This screen allows the user to report any street light outage incident. The user has to fill up the specific information provided in the screen in order to locate the street light and then report it. Please note: Street lights are maintained by municipality and utility will accept no responsibility for repair/replacement. The request raised through this page will be sent to town municipal office if their EMAIL exists in system.

At the bottom left, there is an image of a hand using a smartphone. A red-bordered box highlights the text "Complaints: Call 1912 SMS 58888". A red line connects this box to the "Please register and login to avail this service." box, and another red line connects it to a "Step 3" box.