IT enablement of Urban Distribution Sector

Power Minister’s Conference
Delhi, 03-May-2017
IT enablement of Urban towns

**Planned outcomes**

- AT&C loss reduction
- Enabling Digital payments
- Service connections release
- Consumer Grievance redressal

**Output till now**

- 1346/1405 Go-Live Towns
- 20/21 Data Centers
- 19/21 Disaster Recovery Centers
- 40/46 Customer Care Centers
Some outcomes of IT enablement

**% consumers making E-payments**

- Oct Conference: 8.6%
- Current Status: 12.4%

**% Consumer complaints pending**

- Oct Conference: 21%
- Current Status: 11%

**Power reliability**

- Oct Conference: 11 No. of Outages/month, 9 Duration of Outages in hrs/month
- Current Status: 8 No. of Outages/month, 6 Duration of Outages in hrs/month

**no. of towns where AT&C reduced**

- Oct Conference: 830
- Current Status: 930

These consumer centric parameters captured on URJA App

All States to ensure data sanitization, upkeep of Meters/modems
## Status of balance 59 towns

<table>
<thead>
<tr>
<th>State</th>
<th>Towns</th>
<th>Reported Issue</th>
<th>Timeline</th>
</tr>
</thead>
<tbody>
<tr>
<td>J&amp;K</td>
<td>21</td>
<td>Law &amp; Order issues</td>
<td></td>
</tr>
<tr>
<td>Odisha</td>
<td>12</td>
<td>Awarded in 2016</td>
<td></td>
</tr>
<tr>
<td>TN</td>
<td>8</td>
<td>Contractual issues</td>
<td>March 2018</td>
</tr>
<tr>
<td>Nagaland</td>
<td>6</td>
<td>Network connectivity issues</td>
<td></td>
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<tr>
<td>Arunachal</td>
<td>5</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Puducherry</td>
<td>4</td>
<td>Contractual issues</td>
<td></td>
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<tr>
<td>Mizoram</td>
<td>3</td>
<td>Network connectivity issues</td>
<td></td>
</tr>
</tbody>
</table>
## IT Phase II under IPDS: Status

**Coverage:** Urban Census 2011 Towns through incremental build-up on existing IT systems already established

<table>
<thead>
<tr>
<th>Status</th>
<th>Discoms</th>
<th>Towns</th>
<th>Feeders</th>
<th>States</th>
<th>Remarks</th>
</tr>
</thead>
<tbody>
<tr>
<td>DPRs sanctioned</td>
<td>11</td>
<td>350</td>
<td>1500</td>
<td>AP, CG, Guj, Ker, Telg, UK</td>
<td>To issue RfP</td>
</tr>
<tr>
<td>DPRs under appraisal</td>
<td>20</td>
<td>900</td>
<td>4000</td>
<td>Assam, Har, HP, Jhkd, Kar, MH, MP, Pb, Odisha, WB</td>
<td>To take parallel action for RfP</td>
</tr>
<tr>
<td>DPRs awaited</td>
<td>7</td>
<td>700</td>
<td></td>
<td>J&amp;K, Raj, TN, NE States</td>
<td>To submit DPRs</td>
</tr>
<tr>
<td>States using own funds</td>
<td>7</td>
<td>500</td>
<td>6500</td>
<td>Bihar, UP, Tripura</td>
<td>To ensure data on NPP from own system</td>
</tr>
</tbody>
</table>
# Timelines and Status – IT Phase II

<table>
<thead>
<tr>
<th>Milestone</th>
<th>Original Timeline</th>
<th>Remarks</th>
</tr>
</thead>
<tbody>
<tr>
<td>DPR Sanction &amp; award for all States</td>
<td>Sep’16 to Mar’17</td>
<td>RfP by States (sanctioned in Mar’17)</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• May’17 - 141 towns (Guj, Kerala, UK)</td>
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<td></td>
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<td>• Jun’17 - 209 towns (AP, CG, Telangana)</td>
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<td></td>
<td></td>
<td>DPRs likely to be sanctioned</td>
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<tr>
<td></td>
<td></td>
<td>• May’17 - 900 towns</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Jun’17 - 700 towns</td>
</tr>
<tr>
<td>Integration with NPP</td>
<td>Oct’17 to Dec’17</td>
<td>Modems at Feeders, Metering/Billing</td>
</tr>
</tbody>
</table>
Facilitation by MoP/PFC -

- Detailed Guidelines, Advisory (including QR, payments terms, other relevant conditions) for award of work shared with States
- 100% Funding for appointment of Project Management Agency to assist DISCOMs in project management and ensuring timely implementation of projects
- States can customize RfP with State’s DRC approval, as per requirements and procedures
- Regular follow-up, letters issued to sanctioned States for expediting RfP
- States submitting DPRs, requested to work simultaneously on RfP

- J&K, Raj, TN, NE States to submit DPRs
- States/Discoms to expedite award of IT Phase II work
Urban Feeder Monitoring System

- 24395/31147 numbers 11kV feeder data already available till FY-17
  - <50% data made available by J&K, TN, Megh, Mizo, Nagaland
  - Regular update of data not being complied by AP (APSPDCL), Har (UHBVN), Guj (DGVCL), UP (PVVNL, PuVVNL), TN, Tripura, WB, Manipur, Mizoram
  - States to make efforts to link all Urban feeders on NPP
  - System generated Monthly reports being sent to MDs of Discoms for initiating appropriate Administrative and Technical measures (feeder-wise) to reduce AT&C losses
    - Data sanitization & improvement reported: CG, Guj, Har, MP, Raj, UK, WB
    - MoP instituting awards for Feeder Managers

All States to ensure monthly submission of data on NPP & take administrative action for reduction of AT&C losses
Urban Feeder Monitoring System

Status of 1787 high loss feeders across India

State wise no. of high loss feeders with AT&C loss >90%

- Rajasthan: 50
- Haryana: 22
- Kerala: 20
- Bihar: 18
- MP: 12
- Assam: 11
- Jharkhand: 10
- Chhattisgarh: 8
- Karnataka: 6
- Meghalaya: 5
- Sikkim: 4
- Nagaland: 4
- Arunachal Pradesh: 4
- UP: 3
- HP: 2
- Gujarat: 1

All States to ensure sanitization of feeder data
Common # for Electricity Complaints - 1912

- Already been implemented by **54/62 Discoms including Private Discoms**
  - Yet to be implemented by Arunachal, Mizoram, Meghalaya, Nagaland, WESCO (Odisha), BRPL, BYPL, TPDDL

- **43/45 Government Discoms** have option of reporting **Electricity theft** on 1912
  - HP and J&K to start similar provision

- **44/54 Discoms have made the short code Toll free** for benefit of the consumers
  - Pending in Assam, MP (W), Pudu, Pb, Sikkim, Tamil Nadu, KESCO (UP), Tripura, Torrent

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<thead>
<tr>
<th>No. of Discoms implementing 1912</th>
<th>Oct Conference</th>
<th>Current Status</th>
</tr>
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<tbody>
<tr>
<td><strong>44</strong></td>
<td></td>
<td><strong>54</strong></td>
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<table>
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<tr>
<th>No. of Discoms with 1912 Toll free</th>
<th>Oct Conference</th>
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<tbody>
<tr>
<td><strong>32</strong></td>
<td></td>
<td><strong>44</strong></td>
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- **All States to ensure 1912 Toll free**
- Effectively close complaints
धन्यवाद।