

GULBARGA ELECTRICITY SUPPLY COMPANY LIMITED

Phone No: (08472) 256960
E-mail: eeragescom2002@gmail.com



Corporate Office,
GESCOM, Kalaburagi.

No. GESCOM/ CEE(O)/EE(RA)/AEE(T)/2020-21/ 18966-69

Date 24 AUG 2020


To,
The Secretary,
KERC, #16C-1,
Miller Tank Bed Area,
Vasanthanagar,
Bengaluru 560052.

Sir,

Sub:- Submission of Monthly report in respect of Standards of Performance (SOP) of GESCOM- Reg.

With reference to the above subject, The details of Standards of Performance of GESCOM for the month of July-2020 is submitted for your kind information and needful.

Yours Faithfully,


Chief Engineer Ele.,
Operations,
Corporate Office,
GESCOM, Kalaburagi.

Copy to:

1. The Superintending Engineer Ele., MIS, Corporate Office, GESCOM, Kalaburagi.
2. The Executive Engineer (EI), IT Cell, Corporate Office, GESCOM, Kalaburagi to upload on GESCOM Web site.
3. MF/OC.

GULBARGA ELECTRICITY SUPPLY COMPANY LIMITED

Monitoring of Over all Performance Standards Relating to Distribution and Supply of Power for the month of July-2020


GESCOM

Sl. No.	Nature of Service	Standards Of Performance (Maximum time limit for rendering service)	Number of Cases pending at the beginning of the month	Number of Cases received during the month	Total	Cases attended to within the Time limit prescribed in the Regulation	Cases attended to beyond the Time limit prescribed in the Regulation	Balance at the end of the month	Reasons for the delay in attending the cases
1	2	3	4	5	6=4+5	7	8	9=6-7-8	10
	Normal Fuse Off								
1	Cities & Towns	Within 6 Hrs	0	16338	16338	16208	130	0	
	Rural Areas	Within 24 Hrs	0	10001	10001	9806	195	0	-
	Line Break downs								
2	Cities & Towns	Within 6 Hrs(10 hrs if poles are broken down)	0	383	383	383	0	0	-
	Rural Areas	Within 24 Hrs (in all cases)	0	924	924	921	3	0	-
	Distribution Transformer failure								
3	Cities & Towns	Within 24 Hrs	4	165	169	165	0	4	
	Rural Areas	Within 72 Hrs	213	1050	1263	1089	12	162	work under progress
	Period of Scheduled Outages								
4	Maximum duration in single stretch Restoration of supply	Not to exceed 12 hrs By 6 PM on any day	0	60	60	59	1	0	

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1	2	3	4	5	6=4+5	7	8	9=6-7-8	10
	Voltagess variations								
	Where no expansion or enhancement of network is involved	Within 7 days	0	431	431	431	0	0	
	Where upgradation or distribution system is required	Within 120 days	0	45	45	42	3	0	
5	Opening of neutral and neutral voltage exceeding 2% of supply voltage	Within 6 Hrs.in cities	0	99	99	99	0	0	
		within 24 hrs. in Rural areas	0	21	21	20	1	0	
6	Meter Complaints								
	Inspect and check correctness	Within 7 days	3	1090	1093	910	3	180	work under progress
	Replace slow creeping or stuck meters	Within 10 days	2	231	233	231	0	2	work under progress
	Replace burnt meters if cause not attributable to consumer	Within 7 days of receipt of complaint	186	152	338	137	0	201	work under progress
	Replace burnt meter in all other cases	Within 24 hrs. of payment of charges by consumer	8	130	138	135	2	1	work under progress

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1	Application for new connection/additional load		4	5	6=4+5	7	8	9=6-7-8	10
	Release of supply where service is feasible from existing network	Within one month	8648	6559	15207	6245	57	8905	1. Formalities not observed like Deposit not paid, 2) Due to most Applications registered end of month (i.e from 25th to 29th) so those
7	Release of supply where network expansion/enhancement required for providing connection	As specified by KERC (Duty of the Licensee to supply electricity on request) Regulations 2004	31	195	226	193	5	28	work under progress
	IP Sets	Within 30 days after attaining seniority (The number of new connections shall be limited to the target fixed in the year)	997	285	1282	303	3	976	Deposit not paid work is being carried out as per the seniority & availability of line materials
8	Erection of Sub-station	N/A	0	0	0	0	0	0	-
9	Transfer of ownership & conversion of service	Within 7 days of receipt of application	3	225	228	220	0	8	work under progress
10	Conversion of LT single phase to LT three phase Conversion from LT to HT and vice-versa	Within 30 days from the date of payment of charges	5	27	32	26	1	5	work under progress
	Resolution of complaints on consumer's Bills								
	If no additional information is required	Within 24 Hrs of receipt of complaint	0	2793	2793	2780	13	0	
11	If additional information is required	Within 7 days of receipt of complaint	0	186	186	160	26	0	

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1	2 Reconnection of supply following disconnection	3	4	5	6=4+5	7	8	9=6-7-8	10
12	Towns and cities Rural Areas	On the same day of receipt of request Within 24 hrs of receipt of payment from consumer	0 0	7709 2074	7709 2074	7694 1904	15 170	0 0	
13	Payment of solatium in cases of electric accidents Cases where it is established beyond doubt that the accident is not due to the fault of the victim In other cases	Within 7 days without waiting for report from Chief Electrical Inspector to Govt.(CEIG) Within 30 days after receipt of report from CEIG	11 25	4 1	15 26	8 0	0 0	7 26	Relevant Documents not submitted by Victims family Relevant Documents not submitted by Victims family
14	Refund of Deposits	Within 60 days receipt of request	0	0	0	0	0	0	
15	Issue of certificates	On the same day of receipt of request	0	44	44	44	0	0	


 Chief Engineer (Eley)
 Operations, Corporate office
 GFSCOM, Kalaburagi .