

# GULBARGA ELECTRICITY SUPPLY COMPANY LIMITED

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Corporate Office,  
GESCOM, Kalaburagi.

No. GESCOM/ CEE(O)/EE(RA)/AEE(T)/2020-21/28223-36 Date 17 OCT 2020

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

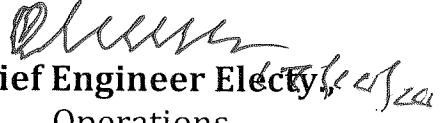
Sir,

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

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

Yours Faithfully,

  
**Chief Engineer Electy,**  
Operations,  
Corporate Office,  
GESCOM, Kalaburagi.

Copy to:

1. The Superintending Engineer Ele., MIS, Corporate Office, GESCOM, Kalaburagi.
2. The Executive Engineer (El), 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 August-2020

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	Normal Fuse Off	3	4	5	6-4+5	7	8	9-6-7-8	10
1	Cities & Towns	Within 6 Hrs	0	14213	14213	13997	101	115	Multiple faults could not be traced within time
	Rural Areas	Within 24 Hrs	0	9101	9101	8272	150	679	-
2	Line Break downs	Within 6 Hrs (10 hrs if poles are broken down)	0	417	417	393	0	24	-
	Rural Areas	Within 24 Hrs (in all cases)	0	895	895	822	38	35	-
3	Distribution Transformer failure	Within 24 Hrs	4	165	169	167	0	2	work under progress
	Cities & Towns	Within 72 Hrs	162	972	1134	889	14	231	
4	Period of Scheduled Outages	Maximum duration in single stretch on any day	0	133	133	130	1	2	
	Restoration of supply	Not to exceed 12 hrs By 6 PM							
	Voltagers variations								
5	Where no expansion or enhancement of network is involved	Within 7 days	0	578	578	570	0	8	Multiple faults could not be traced within time
	Where upgradation or distribution system is required	Within 120 days	0	88	88	79	5	4	Multiple faults could not be traced within time
	Opening of neutral and neutral voltage exceeding 2% of supply voltage	Within 6 Hrs in cities within 24 hrs. in Rural areas	0	103	103	97	0	6	
	Meter Complaints								
	Inspect and check correctness	Within 7 days	180	959	1139	696	3	440	work under progress
	Replace slow creeping or stuck meters	Within 10 days	2	192	194	180	1	13	work under progress
6	Replace burnt meters if cause not attributable to consumer	Within 7 days of receipt of complaint	201	154	355	208	0	147	work under progress
	Replace burnt meter in all other cases	Within 24 hrs. of payment of charges by consumer	1	138	139	124	3	12	work under progress
	Application for new connection/ additional load								
	Release of supply where service is feasible from existing network	Within one month	8905	5536	14441	5289	40	9112	
7	Release of supply where network expansion/ enhancement required for providing connection	As specified by KERCC (Duty of the Licensee to supply electricity on request)Regulations 2004	28	53	81	46	5	30	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)	976	363	1339	302	4	1033	Deposit not paid work is being carried out as per the seniority & availability of line materials

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1	2	3	4	5	6=4+5	7	8	9=6-7-8	10
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	8	146	154	153	0	1	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	19	24	17	2	5	work under progress
11	<b>Resolution of complaints on consumer's Bills</b>						*		
	If no additional information is required	Within 24 Hrs of receipt of complaint	0	2593	2593	2525	10	58	
12	If additional information is required	Within 7 days of receipt of complaint	0	234	234	144	30	60	
	<b>Reconnection of supply following disconnection</b>								
12	Towns and cities	On the same day of receipt of request	0	3945	3945	3419	25	501	
	Rural Areas	Within 24 hrs of receipt of payment from consumer	0	9038	9038	2391	147	6500	
13	<b>Payment of solatium in cases of electric accidents</b>								
	Cases where it is established beyond doubt that the accident is not due to the fault of the victim	Within 7 days without waiting for report from Chief Electrical Inspector to Govt.(CEIG)	7	11	18	6	0	12	Relevant Documents not submitted by Victims family
14	In other cases	Within 30 days after receipt of report from CEIG	26	0	26	0	0	26	Relevant Documents not submitted by Victims family
	Refund of Deposits	Within 60 days receipt of request	0	2	2	2	0	0	
15	Issue of certificates	On the same day of receipt of request	0	44	44	44	0	0	

Chief Engineer (Operations)  
Corporate office GESCOM, Kalaburagi.