

GULBARGA ELECTRICITY SUPPLY COMPANY LIMITED

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Corporate Office,
GESCOM, Kalaburagi.

No. GESCOM/ CEE(O)/EE(RA)/AEE(T)/2020-21/32665-58

Date 10 NOV 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 September-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 (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 September-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
1	Normal Fuse Off								
1	Cities & Towns	Within 6 Hrs	115	15343	15458	15325	133	0	Multiple faults could not be traced within time
	Rural Areas	Within 24 Hrs	679	9996	10675	10450	225	0	
	Line Break downs								
2	Cities & Towns	Within 6 Hrs(10 hrs if poles are broken down)	24	357	381	381	0	0	
	Rural Areas	Within 24 Hrs (in all cases)	70	1088	1158	1156	2	0	
	Distribution Transformer failure								
3	Cities & Towns	Within 24 Hrs	2	129	131	128	0	3	work under progress
	Rural Areas	Within 72 Hrs	231	1088	1319	1027	6	286	
	Period of Scheduled Outages								
4	Maximum duration in single stretch Restoration of supply	Not to exceed 12 hrs By 6 PM on any day	2	72	74	39	1	34	
	Voltagess variations								
	Where no expansion or enhancement of network is involved	Within 7 days	8	547	555	555	0	0	Multiple faults could not be traced within time
5	Where upgradation or distribution system is required	Within 120 days	4	54	58	54	4	0	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	6	113	119	119	0	0	
	Meter Complaints		6	26	32	29	3	0	
	Inspect and check correctness	Within 7 days	636	984	1620	1043	4	573	work under progress
	Replace slow creeping or stuck meters	Within 10 days	13	191	204	202	2	0	work under progress
6	Replace burnt meters if cause not attributable to consumer	Within 7 days of receipt of complaint	149	160	309	169	0	140	work under progress
	Replace burnt meter in all other cases	Within 24 hrs. of payment of charges by consumer	12	237	249	246	1	2	work under progress
	Application for new connection /additional load								
	Release of supply where service is feasible from existing network	Within one month	9149	6325	15474	5861	102	9511	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 applications are under process.
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	30	433	463	426	6	31	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)	1033	399	1432	408	4	1020	Deposit not paid work is being carried out as per the seniority & availability of line materials

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