

GULBARGA ELECTRICITY SUPPLY COMPANY LIMITED

Monitoring of Over all Performance Standards Relating to Distribution and Supply of Power for the month of November-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	16765	16765	16694	71	0	Multiple faults could not be traced within time
	Rural Areas	Within 24 Hrs	0	10566	10566	10498	68	0	
2	Line Break downs	Within 6 Hrs(10 hrs if poles are broken down)	25	416	441	416	0	25	-
	Cities & Towns	Within 24 Hrs (in all cases)	0	1379	1379	1378	1	0	
3	Distribution Transformer failure				0			0	-
	Cities & Towns	Within 24 Hrs	2	101	103	90	0	13	
4	Rural Areas	Within 72 Hrs	292	1423	1715	1324	9	382	work under progress
	Period of Scheduled Outages				0			0	
5	Maximum duration in single stretch	Not to exceed 12 hrs by 6 PM on any day	34	109	143	143	0	0	Multiple faults could not be traced within time
	Restoration of supply				0			0	
6	Voltagess variations				0				Multiple faults could not be traced within time
	Where no expansion or enhancement of network is involved	Within 7 days	0	609	609	609	0	0	
7	Where upgradation or distribution system is required	Within 120 days	0	57	57	56	1	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	0 0	132 26	132 26	132 25	0 1	0 0	
8	Meter Complains				0			0	work under progress
	Inspect and check correctness	Within 7 days	271	933	1204	915	2	287	
9	Replace slow creeping or stuck meters	Within 10 days	0	319	319	317	2	0	work under progress
	Replace burnt meters if cause not attributable to consumer	Within 7 days of receipt of complaint	116	318	434	202	0	232	
10	Replace burnt meter in all other cases	Within 24 hrs. of payment of charges by consumer	2	195	197	180	0	17	work under progress
	Application for new connection /additional load				0			0	
11	Release of supply where service is feasible from existing network	Within one month	9490	7407	16897	7689	68	9140	1. Formalities not observed like Deposit not paid, 2) Due to most Applications registered end of month (i.e from 25th to 29th) so, these applications are under process.

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1	2	3	4	5	6=4+5	7	8	9=6-7-8	10
	Release of supply where network expansion/enhancement required for providing connection	As specified by KEREC (Duty of the Licensee to supply electricity on request) Regulations 2004	37	93	130	100	3	27	work under progress
	IP Sets	Within 30 days after attaining seniority (The number of mem connections shall be limited to the target fixed in the year)	971	428	1399	482	2	915	Deposit not paid work is being carried out as per the seniority & availability of line materials
8	Erection of Sub-station	NA	0	0	0	0	0	0	
9	Transfer of ownership & conversion of service	Within 7 days of receipt of application	0	248	248	248	0	0	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	0	36	36	33	3	0	work under progress
	Resolution of complaints on consumer's bills				0			0	
11	If no additional information is required	Within 24 Hrs of receipt of complaint	0	1740	1740	1735	5	0	
	If additional Information is required	Within 7 days of receipt of complaint	71	252	323	299	24	0	
	Reconnection of supply following disconnection				0			530	
12	Towns and cities	On the same day of receipt of request	0	13063	13063	12511	22	530	
	Rural Areas	Within 24 hrs of receipt of payment from consumer	134	11993	12127	11765	155	207	
	Payment of solatium in cases of electric accidents				0			0	
13	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)	11	5	16	5	0	11	Relevant Documents not submitted by Victims family
	In other cases	Within 30 days after receipt of report from CEIG	25	0	25	1	0	24	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	4	4	4	0	0	

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