

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
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	717	750	711	0	37	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)	1020	535	1553	581	3	971	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	296	296	296	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	23	23	21	2	0	work under progress
11	Resolution of complaints on consumer's Bills								
	If no additional information is required	Within 24 Hrs of receipt of complaint	0	1680	1680	1676	4	0	
	If additional information is required	Within 7 days of receipt of complaint	6	207	213	115	27	71	
12	Reconnection of supply following disconnection								
	Towns and cities	On the same day of receipt of request	0	12105	12105	12084	21	0	
	Rural Areas	Within 24 hrs of receipt of payment from consumer	140	12631	12771	12482	155	134	
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	Within 7 days without waiting for report from Chief Electrical Inspector to Govt.(CEIG)	12	14	26	15	0	11	Relevant Documents not submitted by Victims family
	In other cases	Within 30 days after receipt of report from CEIG	28	0	25	3	0	25	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	9	9	9	0	0	

Chief Engineer (Eley)  
Operations, Corporate office

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1	2	3	4	5	6=4+5	7	8	9=6-7-8	10
7	Release of supply where network expansion/enhancement required for providing connection  IP Sets	As specified by KERC (Duty of the Licensee to supply electricity on request)(Regulations 2004)  Within 30 days after attaining seniority (The number of new connections shall be limited to the target fixed in the year)	31	717	750	711	0	37	work under progress
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	296	296	296	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	23	23	21	2	0	work under progress
11	Resolution of complaints on consumer's Bills  If no additional information is required  If additional information is required	  Within 24 Hrs of receipt of complaint  Within 7 days of receipt of complaint	  0  6	  1680  207	  1680  213	  1676  115	  4  27	  0  71	
12	Reconnection of supply following disconnection  Towns and cities  Rural Areas	  On the same day of receipt of request  Within 24 hrs of receipt of payment from consumer	  0  140	  12105  12631	  12105  12771	  12084  12482	  21  155	  0  134	
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	  12  28	  14  0	  26  25	  15  3	  0  0	  11  25	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	9	9	9	0	0	

Chief Engineer (Elecy)  
Operations, Corporate office