



GULBARGA ELECTRICITY SUPPLY COMPANY LIMITED
SAKALA Information for the month of December-2017

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								
	Cities & Towns	Within 6 Hrs	13	12591	12604	12176	428	0	
	Rural Areas	Within 24 Hrs	23	12289	12312	11997	315	0	
2	Line Break downs								
	Cities & Towns	Within 6 Hrs(10 hrs if poles are broken down)	51	292	343	282	61	0	
	Rural Areas	Within 24 Hrs (in all cases)	81	732	813	703	110	0	
3	Distribution Transformer failure								
	Cities & Towns	Within 24 Hrs	31	77	108	77	9	22	Non availability of
	Rural Areas	Within 72 Hrs	321	724	1045	737	14	294	
4	Voltages variations								
	Where no expansion or enhancement of network is involved	Within 7 days	2	395	397	394	1	2	Fault can not traced within time
	Where upgradation or distribution system is required	Within 120 days	6	28	34	24	4	6	
	Opening of neutral and neutral voltage exceeding 2% of supply	Within 6 Hr.in cities	0	73	73	71	2	0	
within 24 hrs. in Rural areas		13	42	55	40	2	13		
5	Meter Complaints								
	Inspect and check correctness	Within 7 days	88	873	961	822	10	129	
	Replace slow creeping or stuck meters	Within 10 days	2	111	113	102	10	1	

5	Replace burnt meters if cause not attributable to consumer	Within 7 days of receipt of complaint	499	262	761	386	5	370	Due to non-availability of meters
	Replace burnt meter in all other cases	Within 24 hrs. of payment of charges by consumer	1	100	101	93	6	2	

	Application for new connection /additional load								
6	Release of supply where service is feasible from existing network	Within one month	10174	6800	16974	6466	177	10331	1. Due to data migration by M/s Infosys ,application not processed and has been pending due to not observance of formalities by applicants. 2. WAMS : a)In field activity GIS mapping consumes lot of time for opening of GIS mapping net connection due to server problem b) After furnishing side
	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	48	751	799	746	0	53	Due to non-availability of matching materials
	IP Sets	Within 30 days after attaining seniority (The number of new connections shall be limited to the target fixed in the year)	377	495	872	410	11	451	Deposit not paid work is being carried out as per the seniority & availability of line materials
7	Transfer of ownership & conversion of service	Within 7 days of receipt of application	135	277	412	276	0	136	After payment of charges within30 days complaint will be attend
8	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	9	30	39	30	0	9	

9	Resolution of complaints on consumer's Bills								
	If no additional information is required	Within 24 Hrs of receipt of complaint	270	4174	4444	3742	702	0	Due to insufficient/worng data
	If additional information is required	Within 7 days of receipt of complaint	2	788	790	634	127	29	

	Reconnection of supply following disconnection								
10	Towns and cities	On the same day of receipt of request	85675	57273	142948	48539	449	93960	After payment of bill within 24Hrs Power supply given .
	Rural Areas	Within 24 hrs of receipt of payment from consumer	13809	30227	44036	30013	1262	12761	
11	Refund of Deposits	Within 60 days receipt of request	1	0	1	0	0	1	
12	Issue of certificates	On the same day of receipt of request	0	121	121	121	0	0	