



GULBARGA ELECTRICITY SUPPLY COMPANY LIMITED
SAKALA Information for the month of December-2018

GESCO

| 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 |
| | Normal Fuse Off | | | | | | | | |
| 1 | Cities & Towns | Within 6 Hrs | 0 | 13750 | 13750 | 13551 | 199 | 0 | |
| | Rural Areas | Within 24 Hrs | 0 | 9761 | 9761 | 9454 | 307 | 0 | |
| | Line Break downs | | | | | | | | |
| 2 | Cities & Towns | Within 6 Hrs(10 hrs if poles are broken down) | 0 | 295 | 295 | 277 | 18 | 0 | |
| | Rural Areas | Within 24 Hrs (in all cases) | 0 | 888 | 888 | 856 | 32 | 0 | |
| | Distribution Transformer failure | | | | | | | | |
| 3 | Cities & Towns | Within 24 Hrs | 8 | 112 | 120 | 86 | 0 | 34 | |
| | Rural Areas | Within 72 Hrs | 328 | 515 | 843 | 605 | 62 | 176 | Non availability of DTCs |
| | Voltages variations | | | | | | | | |
| 4 | Where no expansion or enhancement of network is involved | Within 7 days | 30 | 118 | 148 | 98 | 26 | 24 | Fault can not traced within time |
| | Where upgradation or distribution system is required | Within 120 days | 5 | 107 | 112 | 109 | 1 | 2 | |
| | Opening of neutral and neutral voltage exceeding 2% of supply voltage | Within 6 Hr.in cities | 1 | 57 | 58 | 58 | 0 | 0 | |
| | | within 24 hrs. in Rural areas | 0 | 75 | 75 | 75 | 0 | 0 | |
| | Meter Complaints | | | | | | | | |
| 5 | Inspect and check correctness | Within 7 days | 150 | 628 | 778 | 698 | 2 | 78 | |
| | Replace slow creeping or stuck meters | Within 10 days | 14 | 199 | 213 | 196 | 0 | 17 | |
| | Replace burnt meters if cause not attributable to consumer | Within 7 days of receipt of complaint | 382 | 166 | 548 | 135 | 0 | 413 | Due to non-availability of meters |
| | Replace burnt meter in all other cases | Within 24 hrs. of payment of charges by consumer | 7 | 161 | 168 | 158 | 1 | 9 | |

| | | | | | | | | | |
|----|--|---|-------|-------|-------|-------|------|-------|--|
| | Application for new connection /additional load | | | | | | | | |
| 6 | Release of supply where service is feasible from existing network | Within one month | 11466 | 7843 | 19309 | 7508 | 4218 | 7583 | 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 RRNo. Pole ID the system will not accept the proposals. (side RRNo pole ID) II. Under CCB 1) after furnishing payment details meter procurement letter will be generated on the basis of letter, the installation will be serviced and FNO like Deposit not paid. |
| | 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 | 77 | 277 | 354 | 299 | 2 | 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) | 1137 | 4931 | 6068 | 4617 | 52 | 1399 | 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 | 11 | 160 | 171 | 126 | 1 | 44 | Affer payment of charges within 30 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 | 5 | 8 | 13 | 2 | 1 | 10 | |
| 9 | Resolution of complaints on consumer's Bills | | | | | | | | |
| | If no additional information is required | Within 24 Hrs of receipt of complaint | 0 | 2445 | 2445 | 2105 | 340 | 0 | |
| | If additional information is required | Within 7 days of receipt of complaint | 0 | 481 | 481 | 441 | 40 | 0 | |
| 10 | Reconnection of supply following disconnection | | | | | | | | |
| | Towns and cities | On the same day of receipt of request | 29393 | 27498 | 56891 | 25777 | 165 | 30949 | Affer payment of bill within 24Hrs Power supply given . |
| | Rural Areas | Within 24 hrs of receipt of payment from consumer | 42162 | 17508 | 59670 | 15706 | 240 | 43724 | |
| 11 | Refund of Deposits | Within 60 days receipt of request | 0 | 0 | 0 | 0 | 0 | 0 | |
| 12 | Issue of certificates | On the same day of receipt of request | 0 | 123 | 123 | 123 | 0 | 0 | |