



GULBARGA ELECTRICITY SUPPLY COMPANY LIMITED
SAKALA Information for the month of July-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	16427	16427	16018	406	3	Fault can not traced within time
	Rural Areas	Within 24 Hrs	18	10615	10633	9963	659	11	
	Line Break downs								
2	Cities & Towns	Within 6 Hrs(10 hrs if poles are broken down)	36	301	337	320	2	15	Fault can not traced within time
	Rural Areas	Within 24 Hrs (in all cases)	23	635	658	637	11	10	
	Distribution Transformer failure								
3	Cities & Towns	Within 24 Hrs	9	140	149	133	11	5	Non availability of DTCs
	Rural Areas	Within 72 Hrs	385	1211	1596	1190	91	315	
	Voltages variations								
4	Where no expansion or enhancement of network is involved	Within 7 days	2	165	167	163	0	4	Fault can not traced within time
	Where upgradation or distribution system is required	Within 120 days	3	52	55	51	4	0	
	Opening of neutral and neutral voltage exceeding 2% of supply voltage	Within 6 Hr.in cities within 24 hrs. in Rural areas	0 0	65 63	65 63	64 63	1 0	0 0	
	Meter Complaints								
5	Inspect and check correctness	Within 7 days	258	726	984	675	206	103	Due to non-availability of meters
	Replace slow creeping or stuck meters	Within 10 days	10	132	142	125	3	14	
	Replace burnt meters if cause not attributable to consumer	Within 7 days of receipt of complaint	284	184	468	168	4	296	
	Replace burnt meter in all other cases	Within 24 hrs. of payment of charges by consumer	24	204	228	220	3	5	

	Application for new connection /additional load								
6	Release of supply where service is feasible from existing network	Within one month	11626	5970	17596	5327	65	12204	1. Due to data migration by M/s Infosys ,application not processed and has been pending due to non 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	87	56	143	52	38	53	Due to non-availability of matching materials
	IP Sets	Within 30 days after attaining seniorty (The number of nem connections shall be limited to the target fixed in the year)	803	355	1158	477	102	579	Deposit not paid work is being carried out as per the seniorty & availability of line materials
7	Transfer of ownership & conversion of service	Within 7 days of receipt of application	214	92	306	90	216	0	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	15	6	21	6	13	2	
	Resolution of complaints on consumer's Bills								
9	If no additional information is required	Within 24 Hrs of receipt of complaint	57	3646	3703	3165	515	23	Due to insufficient/ wrong data
	If additional information is required	Within 7 days of receipt of complaint	25	1048	1073	760	310	3	
	Reconnection of supply following disconnection								
10	Towns and cities	On the same day of receipt of request	83208	26530	109738	17024	7372	85342	After payment of bill within 24Hrs Power supply given .
	Rural Areas	Within 24 hrs of receipt of payment from consumer	31666	21197	52863	18335	510	34018	
11	Refund of Deposits	Within 60 days receipt of request	1	0	1	0	1	0	
12	Issue of certificates	On the same day of receipt of request	0	42	42	42	0	0	