



GULBARGA ELECTRICITY SUPPLY COMPANY LIMITED
SAKALA Information for the month of September- 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
1	Normal Fuse Off								
	Cities & Towns	Within 6 Hrs	6	14978	14984	14615	369	0	
	Rural Areas	Within 24 Hrs	20	12069	12089	11721	368	0	
2	Line Break downs								
	Cities & Towns	Within 6 Hrs(10 hrs if poles are broken down)	7	316	323	323	0	0	
	Rural Areas	Within 24 Hrs (in all cases)	3	898	901	879	22	0	
3	Distribution Transformer failure								Non availability of DTCs
	Cities & Towns	Within 24 Hrs	14	109	123	106	0	17	
	Rural Areas	Within 72 Hrs	252	1115	1367	1089	50	228	
4	Voltages variations								Fault can not traced within time
	Where no expansion or enhancement of network is involved	Within 7 days	33	208	241	180	2	59	
	Where upgradation or distribution system is required	Within 120 days	29	103	132	98	3	31	
	Opening of neutral and neutral voltage exceeding 2% of supply voltage	Within 6 Hr.in cities	0	67	67	65	0	2	
within 24 hrs. in Rural areas		12	96	108	94	1	13		
5	Meter Complaints								Due to non-availability of meters
	Inspect and check correctness	Within 7 days	64	715	779	744	6	29	
	Replace slow creeping or stuck meters	Within 10 days	15	319	334	314	5	15	
	Replace burnt meters if cause not attributable to consumer	Within 7 days of receipt of complaint	316	288	604	589	3	12	
	Replace burnt meter in all other cases	Within 24 hrs. of payment of charges by consumer	5	239	244	235	2	7	

	Application for new connection /additional load								
6	Release of supply where service is feasible from existing network	Within one month	11112	6478	17590	6052	110	11428	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 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	52	169	221	165	0	56	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)	659	358	1017	397	36	584	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	0	100	100	94	2	4	After 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	2	8	10	7	0	3	
	Resolution of complaints on consumer's Bills								
9	If no additional information is required	Within 24 Hrs of receipt of complaint	125	3160	3285	2536	749	0	Due to insufficient/wrong data
	If additional information is required	Within 7 days of receipt of complaint	11	944	955	756	189	10	
	Reconnection of supply following disconnection								
10	Towns and cities	On the same day of receipt of request	99898	25872	125770	17281	260	108229	After payment of bill within 24Hrs Power supply given .
	Rural Areas	Within 24 hrs of receipt of payment from consumer	36604	21182	57786	18874	211	38701	
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	70	70	70	0	0	