



GULBARGA ELECTRICITY SUPPLY COMPANY LIMITED

Monitoring of Over all Performance Standards Relating to Distribution and Supply of Power for the month of April-2019

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	0	13334	13334	13183	151	0	-
	Rural Areas	Within 24 Hrs	0	10431	10431	10315	116	0	-
2	Line Break downs								
	Cities & Towns	Within 6 Hrs(10 hrs if poles are broken down)	0	549	549	539	10	0	
	Rural Areas	Within 24 Hrs (in all cases)	0	1151	1151	1136	1	0	
3	Distribution Transformer failure								
	Cities & Towns	Within 24 Hrs	11	79	90	79	0	11	Non availability of DTCs
	Rural Areas	Within 72 Hrs	81	1753	1834	1731	3	100	
Period of Scheduled Outages									
4	Maximum duration in single stretch Restoration of supply	Not to exceed 12 hrs By 6 PM on any day	0	43	14	13	1	0	-
5	Voltages variations								
	Where no expansion or enhancement of network is involved	Within 7 days	0	93	122	119	0	3	Fault can not traced within time
	Where upgradation or distribution system is required	Within 120 days	4	73	77	72	2	3	Fault can not traced within time
	Opening of neutral and neutral voltage exceeding 2% of supply voltage	Within 6 Hrs.in cities	0	40	40	39	0	1	Fault can not traced within time
within 24 hrs. in Rural areas		9	77	64	51	0	13	Fault can not traced within time	
6	Meter Complaints								
	Inspect and check correctness	Within 7 days	44	925	969	825	15	129	Due to non-availability of meters
	Replace slow creeping or stuck meters	Within 10 days	1	162	163	161	1	1	
	Replace burnt meters if cause not attributable to consumer	Within 7 days of receipt of complaint	439	116	555	89	23	443	
	Replace burnt meter in all other cases	Within 24 hrs. of payment of charges by consumer	3	201	204	201	1	2	

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7	Application for new connection /additional load								
	Release of supply where service is feasible from existing network	Within one month	7637	7662	15299	5526	738	9035	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/enhancemnt required for providing connection	As specified by KERC (Duty of the Licensee to supply electricity on request)Regulations 2004	40	97	137	97	0	40	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)	1330	643	1973	447	55	1471	Deposit not paid work is being carried out as per the seniorty & availablity of line materials
8	Errection of Sub-station	na	0	0	0	0	0	0	
9	Transfer of ownership & conversion of service	Within 7 days of receipt of application	1	137	138	138	0	0	Relevant Documents not submitted by Conumer
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	6	49	55	48	0	7	Affer payment of charges within30 days complait will be attend
11	Resolution of complaints on consumer's Bills								
	If no additional information is required	Within 24 Hrs of receipt of complaint	0	2190	2190	1723	230	237	work under progrss
	If additional information is required	Within 7 days of receipt of complaint	49	209	258	201	57	0	-

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12	Reconnection of supply following disconnection								
	Towns and cities	On the same day of receipt of request	40803	9833	50636	9524	45	41067	After payment of bill within 24Hrs Power supply given .
	Rural Areas	Within 24 hrs of receipt of payment from consumer	45733	17406	63139	15904	1445	45790	
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)	5	2	7	0	1	6	Documents not submitted
	In other cases	Within 30 days after receipt of report from CEIG	0	0	0	0	0	0	-
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	58	86	144	58	58	28	Consumer not paid deposit