



## GULBARGA ELECTRICITY SUPPLY COMPANY LIMITED

### Monitoring of Over all Performance Standards Relating to Distribution and Supply of Power for the month of April-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	<b>Normal Fuse Off</b>								
	Cities & Towns	Within 6 Hrs	0	11646	11646	11164	482	0	
	Rural Areas	Within 24 Hrs	0	10938	10938	10660	274	4	Fault can not traced within time
2	<b>Line Break downs</b>								
	Cities & Towns	Within 6 Hrs(10 hrs if poles are broken down)	0	254	254	236	11	7	Fault can not traced within time
	Rural Areas	Within 24 Hrs (in all cases)	0	574	574	546	28	0	
3	<b>Distribution Transformer failure</b>								
	Cities & Towns	Within 24 Hrs	4	116	120	103	8	9	Non availability of DTCs
	Rural Areas	Within 72 Hrs	278	998	1276	934	68	274	
4	<b>Period of Scheduled Outages</b>								
	Maximum duration in single stretch Restoration of supply	Not to exceed 12 hrs By 6 PM on any day	0	4	4	2	2	0	
5	<b>Voltag es variations</b>								
	Where no expansion or enhancement of network is involved	Within 7 days	2	139	141	138	1	2	Fault can not traced within time
	Where upgradation or distribution system is required	Within 120 days	6	34	40	21	9	10	
	Opening of neutral and neutral voltage exceeding 2% of supply voltage	Within 6 Hrs.in cities	0	20	20	19	1	0	
		within 24 hrs. in Rural areas	0	24	24	22	2	0	
6	<b>Meter Complaints</b>								
	Inspect and check correctness	Within 7 days	210	790	1000	729	36	235	Due to non-availability of meters
	Replace slow creeping or stuck meters	Within 10 days	11	184	195	168	14	13	
	Replace burnt meters if cause not attributable to consumer	Within 7 days of receipt of complaint	194	131	325	116	2	207	
	Replace burnt meter in all other cases	Within 24 hrs. of payment of charges by consumer	6	90	96	74	2	20	

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7	<b>Application for new connection /additional load</b>								
	Release of supply where service is feasible from existing network	Within one month	10487	5393	15880	4928	526	10426	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	100	106	206	113	0	93	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)	534	292	826	276	15	535	Deposit not paid work is being carried out as per the seniority & availability of line materials
9	Transfer of ownership & conversion of service	Within 7 days of receipt of application	188	131	319	115	3	201	After payment of charges within30 days complaint will be attend
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	10	36	46	33	0	13	
11	<b>Resolution of complaints on consumer's Bills</b>								Due to insufficient/wrong data
	If no additional information is required	Within 24 Hrs of receipt of complaint	8	3920	3928	3449	479	0	
	If additional information is required	Within 7 days of receipt of complaint	7	934	941	717	220	4	

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12	<b>Reconnection of supply following disconnection</b>								
	Towns and cities	On the same day of receipt of request	134383	46233	180616	37488	54977	88151	After payment of bill within 24Hrs Power supply given .
	Rural Areas	Within 24 hrs of receipt of payment from consumer	22426	27299	49725	23187	785	25753	
13	<b>Payment of solatium in cases of electric accidents</b>								
	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)	8	0	8	0	3	5	Documents not submitted
	In other cases	Within 30 days after receipt of report from CEIG	1	3	4	1	0	3	work under process
14	Refund of Deposits	Within 60 days receipt of request	1	1	2	0	1	1	
15	Issue of certificates	On the same day of receipt of request	0	120	120	120	0	0	